

Classified III, Administrative Assistant – Student Success

The Administrative Assistant is responsible to the Assistant Director of Student Success and Director of Student Success for providing assistance to the office of Student Success and Student Services. This is a security-sensitive position and is subject to a criminal history record. (Texas Government Code 411.094 & Texas Education Code 51.215)

Specific duties include:

1. Serve as the primary point of contact; opening office and business ready by 8:00 AM, handling of walk in services, telephone inquiries, and emails for students/prospective students.
2. Function in a multitask environment; greet students/prospective students as they enter the Student Success suite; and determine next steps.
3. General knowledge of registration, catalog, and processes (e.g., application, course withdrawal, change of major) in order to provide accurate information to current and prospective students.
4. Handling of emails, scheduling appointments, assisting walk in students, and answering telephone inquiries with friendly customer service and accurate information in regard to Student Success, Veterans Affairs Benefits, Concurrent/Dual Credit, and other Student Services offices.
5. Provide outreach, scheduling, student onboarding, and process support for students for advisement, academic coaching, academic improvement program, emotional support services and intervention, and other student success programming including orientations, presentations, workshops, and professional development.
6. Knowledge of specific programming including documentation needed, processes, and timeline (e.g., DD214 documentation, Dual Credit TSI requirements) to provide accurate information to students.
7. Proficient in the use of technology (e.g., Excel, Colleague, Content, SS&E, Website, Element451) in order to process prospective and current students from enrollment through completion.
8. Daily processing of assigned specific student population (e.g., Dual Credit, Veterans Affairs, Student Services).
9. Responsible for coordination of and participation in designated events and programming (e.g., DC Compass, Honors, Veterans Parade).
10. Work collaboratively to design and create promotional and informational materials (e.g., social media, hard copy, electronic, VC promotional items).
11. Arrange conferences, meetings, and travel reservations for office personnel.
12. Maintain supplies of materials and forms used for the routine function of the office.
13. Receive and distribute incoming mail as well as monitor and stock brochure exhibits.
14. Maintain Student Success files (electronic and/or print) and confidentiality of all student information.
15. Process requisitions, expenses, and invoices for all office purchases.
16. Function as a team member of the Division of Student Services professional staff in the development and implementation of processes necessary to accomplish the goals and philosophy of the division and the College.
17. Assume duties and responsibilities as assigned by the Veterans Affairs Coordinator, Director of Student Success, and/or the Vice President of Student Services.