



JOB TITLE: Administrative Specialist – Workforce & Economic Development

JOB CODE: Hourly

Department Name: Workforce & Economic Development EX/NE: Non - Exempt
Reports To: Director of Workforce & Economic Develop. Pay: Grade 4, Per ESPA Agreement
Location: Mt. Pleasant or Harrison Campus Last Revised: February 2023

POSITION SUMMARY:

Mid Michigan College seeks individuals who: value collegiality and mutual respect; use data in decision making; are innovative; are service minded; are goal oriented; strive to continually improve themselves and their work processes; are willing to collaborate and seek to add value in every interaction.

Provides professional secretarial, administrative and customer service support for all programs and training activities of Technical Education Centers. Assists as needed with administrative support for the Central Michigan Manufacturers Association (CMMA), and Small Business Development Center (SBDC) including attending off campus locations, meetings and events. Travel between campuses may be required based on training/events.

ESSENTIAL JOB FUNCTIONS:

General Duties

1. Serves as front line contact for individuals seeking information about Technical Center programs. Provides prompt customer services to incoming phone calls, walk-in traffic, and requests from staff and outside contacts.
2. Assists with daily operations and programs. Creates reporting documents, coordinates calendars and schedules meeting activities, conference event coordination, and credit card statement reconciliation.
3. Assists with completion of training contracts with area businesses as necessary.
4. Assists with program class scheduling (clinical sites, classroom, etc.) catering, preparation of training documents, processing invoices, customer billing, ordering supplies, course registration forms, verifying enrollment registration, drug screenings, background and immunization checks, records and file management for accreditation, and written/verbal correspondence as needed.
5. Assists with program student scheduling to include: student contact, student tracking and follow up, creating completion certifications, student evaluations, graduate follow up, etc.
6. Collaborates with Enrollment team on student registrations and data submission using college's administrative software. Arrange final assessments for students as required by program. Maintains filing systems for office records, files and online reports. Maintains relationship with referral agencies, such as MiWorks and other partners. Work with cashiers to arrange payments for students under special circumstances.
7. Assists (and attends when necessary) meetings and events (scheduling rooms, arrangements for catering, organizing materials, supplies, etc.) for the Harrison and Morey Technical Education Centers, Technical Advisory Boards, CMMA and SBDC. Ability to take meeting minutes.

8. Assists with program marketing to include: initiating and maintaining mailing and email lists, program guides and information, reports, help desk tickets, room schedules, etc. Updates web pages to include: training calendar information, course information and Moodle. Creates newsletters and other documents, and may use Constant Contact.
9. Assists with the selection, scheduling and orientation of work study students and delegates work as appropriate in working location.
10. Supports and serves as a role model for our mission, vision, strategic and service initiatives. Adheres to the organizational core values and departmental policies and procedures.
11. *Per the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act), a federal consumer protection law, your job position entails functions that meet the definition of a Campus Security Authority (CSA). CSAs have a duty to report any crime to the College's Clery Compliance Officer. This information may be disclosed to them directly, through third-party, or witnessed. As a CSA, you are required to complete annual training which is provided by the College. This training encompasses your role, responsibilities, and reporting obligations*
12. Performs other duties as assigned.

BACKGROUND AND JOB REQUIREMENTS:

Knowledge, Skills, Abilities:

- Demonstrated professionalism and ability to maintain confidentiality including FERPA guidelines.
- Strong organizational, problem solving and analytical skills.
- Working knowledge and experience with apprenticeships, Department of Labor apprenticeship requirements and record keeping preferred.
- Knowledge of accreditation programs preferred.
- Impeccable interpersonal and customer service skills.
- Ability to accurately schedule programs, student activities and special events coordination.
- Proficient computer skills using multiple office applications, creating and managing databases, Constant Contact and posting and updating materials on the website and social media, creation of newsletters, updates in Moodle.
- Ability to prioritize multiple projects, track using project tracking system and resolve issues or concerns in an effective and timely manner.
- Ability to work independently a must and take initiative and delegate appropriately.
- Competency in basic math and English.
- Ability to work in a flexible team environment.

Education, Certification, Licensure:

- Associates Degree in Office, Clerical, Business or other related field required.

Experience:

- One to two years of progressively more responsible job experience in an office or educational environment preferred.
- Experience in community college setting preferred.

WORKING ENVIRONMENT:

- The job responsibilities of this position are performed in an office building environment.
- There may be occasional travel to other college locations for meetings.
- There may be occasional travel for conferences/training.

- Duties are performed in an independent and team atmosphere. Continuous collaboration with team(s) and supervisor(s) will occur.
- The job requires minimal physical exertion, such as walking, standing, stooping, bending, climbing, lifting material or equipment, some of which may be heavy or awkward (5- 25 pounds).
- Minimal discomfort due to heat, dust and noise may occur.
- Typical work schedule is 1st Shift 8:00am – 4:30pm with flexible or extended hours as approved by the head of the department.

Note: This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. It is not to be construed as an exhaustive list of all job duties that may be performed by a person so classified. Incumbents may be asked to perform additional duties as required by his/her supervisor.

Employee Signature: _____

Date: _____