



**Wharton County
Junior College**

**Proposed Agenda Item
Board of Trustees Meeting**

Complete this form and submit it to the Office of the President by 5:00 pm on the eleventh day before the following Tuesday meeting of the Board of Trustees. If this form does not provide enough space, you may use an expanded version *as long as you follow the format specified below.*

Date of Board Meeting: January 17, 2017 Date of This Proposal: January 5, 2017

SUBJECT (item as it will appear on agenda):

Create new "Administrative Services Specialist" for the Sugar Land Campus

RECOMMENDATION: Approve adding a new Administrative Services Specialist position to the Sugar Land Campus

BACKGROUND/RATIONALE: This new position will supervise the existing four (4) Campus Support Clerk positions that perform admissions, registration and business office (bursar) functions. This person will be skilled in all of the above functions and can fill in when needed or provide additional customer support at times of peak activity.

Estimated Cost and Budgetary Support (how will this be paid for?): \$33,550/year

RESOURCE PERSON(S) [name(s) and title(s)]:

Robert Wolter, Interim Director of the Sugar Land Campus

SIGNATURES:

ROBERT WOLTER (BOK)
Originator

1/5/17
Date

B. D. Kocian
Cabinet-Level Supervisor

1/6/17
Date

PRESIDENT'S APPROVAL:

Debra A. McLeod

1-9-17



**JOB DESCRIPTION
Human Resources Department**

JOB TITLE: Administrative Services Specialist	FLSA: Non-Exempt GRADE: P-15 NBAPOSN: SPC025
LOCATION: Sugar Land Campus	EFFECTIVE DATE: November 28, 2016 REVISION DATE: November 28, 2016
REPORTS TO: Director of the Sugar Land Campus	

PURPOSE AND SCOPE:

The Administrative Services Specialist will provide supervision and leadership to the staff performing admission, registration and business office functions. This position is responsible for performing admissions and registration functions for all students responding to complex questions regarding residency status and ensuring a positive customer service atmosphere.

ESSENTIAL JOB FUNCTIONS:

1. This position is responsible for ensuring that staff members accurately process all admission, registration and business office functions.
2. This position is responsible for determining residency status/eligibility and placing holds on applications as necessary for outstanding documents. In addition, the position will be responsible for clearly communicating additional information needed to resolve a residency issue.
3. This position is responsible for auditing the processing of admissions, registration, and bursar office documents performed by staff members. In addition, this position must identify the corrective measures that need to be taken for processing errors and request training as needed for staff members.
4. This position communicates with students regarding all aspects of admissions and academic status; including residency; prerequisites, and general college information.
5. This position attempts to resolve first contact admission/registration student issues through research and/or troubleshooting.
6. This position is responsible for ensuring that outstanding customer service behaviors are demonstrated by the staff members at their campus. In addition, this position will

Initials

identify corrective actions that need to be taken when customer service errors occur and request training for staff on customer service when needed.

7. This position is responsible for overseeing daily office functions, managing the business processes, correcting and reporting all procedural deficiencies, or any other problems, to their supervisor.
8. This position is required to perform other duties as assigned.

KNOWLEDGE, SKILLS, EXPERIENCE:

This position requires an Associate Degree or 60 semester hours from an accredited institution, and two years of full time work experience at an institution of higher education in the admissions, registration, financial aid, academic advising, testing, or student services areas. This position requires excellent computer and data base skills with a proficiency in Microsoft Office and experience working with database information. This position requires a strong focus on good customer service. This position requires the ability to deal extensively and effectively with a wide variety of individuals requiring excellent interpersonal skills, listening skills, and communication skills. The person in this position must be able to provide continuous courteous customer service to students, parents, the community, staff, and administration. A criminal background check is also required.

SUPERVISION OF OTHERS:

This position supervises the Sugar Land campus support staff employees.

SUPERVISION AND DIRECTION RECEIVED:

The Administrative Services Specialist is responsible and accountable to the Director of the Sugar Land Campus for fulfilling the objectives, standards, and duties listed in this document. Guidance for the performance of duties outlined in this job description comes from the policies and regulations of the college and any other applicable federal, state, and local statutes, ordinances, codes, rules, regulations, or directives.

EQUIPMENT USED:

This position uses a personal computer workstation running in a Microsoft Windows environment, calculator, phone, and other general office equipment.

CONTACTS:

External contacts of this position are with students, parents, area high school staff members as well as community members and stakeholders.

Internal contacts of this position are with college administrators, faculty, and staff.

COMPLEXITY/EFFORT:

This position requires attention to detail, a working knowledge of general office procedures and practices and the ability to interpret and communicate established policies, practices and guidelines for students and other personnel. This position requires the ability to utilize computer technology to access data, maintain records, and communicate with others. Problems of this position are routine in nature, resolutions are found in knowledge gained from practical experience and interpretation of college and state regulations. This position requires excellent interpersonal skills, the ability to interact with community constituents, institutional administrators, faculty, staff, and students. Excellent speaking skills to project positive enthusiasm to students about college and the college experience are also a requirement. The individual in this position must be capable of developing and maintaining effective and cooperative relationships with all members of the student services staff, business office staff, faculty, other administrative and professional staff, support staff, and clientele from the community. Mutually agreed-upon objectives, with the position's supervisor, must be attained within a specified time frame; functional responsibilities must be executed at a level consistent with performance requirements; and the individual role with the institution must relate the college's goals and mission

WORKING CONDITIONS:

Work is performed primarily in a climate-controlled office environment with adequate lighting, ventilation, and favorable temperatures. There is some exposure to natural atmospheric conditions such as dirt and dust, etc. The job duties require some physical effort with only light lifting. There is minimal exposure to safety hazards. The position requires occasional travel and use of a personal vehicle. Occasional over time work hours on evenings and weekends during high demand time frames may occur.

LAST MODIFIED: November 28, 2016

Employee's Signature

Date

Supervisor's Signature

Date

Initials