

## **ADMINISTRATIVE ASSISTANT, GUIDANCE, PALESTINE**

### **GENERAL STATEMENT:**

Assist the counseling center in the attainment of the educational objectives of the institution.

### **REPORTS TO:**

Counselor/Assistant to Provost, Palestine Campus

### **OCCUPATIONAL GROUP:**

Secretarial and Clerical

**FLSA:** Non-Exempt

### **QUALIFICATIONS FOR APPOINTMENT:**

#### **EDUCATION:**

High school diploma or GED; Associate degree preferred.

#### **LICENSE OR CERTIFICATION:**

None

#### **EXPERIENCE:**

One (1) year of recent office experience. Working knowledge of MS Word and Excel. Experience with an Enterprise Resource Program preferred.

#### **OTHER:**

Computer skills. Detail oriented.

### **DUTIES AND RESPONSIBILITIES:**

- Assist the counselor or financial aid officer in all areas of College operation including scheduling appointments, typing, computer operations, communications, and correspondence with students.
- Assist in registration.
- Assist with TSI testing on the Palestine Campus, to include registration/
- Answer incoming telephone calls. Provide answers to questions regarding all aspects of College procedures: registration, financial aid, class withdrawal, and admission as well as community service questions.
- Order office supplies for counseling center. Maintain office machinery.
- Supervise work study students in counseling center. Maintain and update any and all information in files.
- Inform students of regulations concerning admission requirements, dropping courses, failing courses, class attendance and withdrawing from school.
- Process incoming transcripts and maintain transcript data.
- Audit student files for accuracy.
- Work directly with advisors to ensure students are being assisted promptly and to maintain an accurate and efficient flow of traffic.
- Maintain a good understanding of TSI scores and how it determines where students are placed.
- Work closely with other team members of the office to ensure a positive teamwork atmosphere is established and maintained.
- Process admission applications and ensure all required documents are received.
- Schedule campus tours and conduct tours as needed.
- Work assigned schedule and comply with timekeeping policy.
- Maintains confidentiality of information.
- Other duties as assigned by appropriate supervisory personnel.

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**PHYSICAL REQUIREMENTS:**

- Within the general range of an office environment.

*The above job description has been reviewed with the employee and specific duties and responsibilities were explained. It was also explained that all questions concerning duties, responsibilities, working conditions, hours, etc., should be directed to the immediate supervisor.*

\_\_\_\_\_  
*Employee's Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Supervisor's Signature*

\_\_\_\_\_  
*Date*

*All TVCC positions are security sensitive and require a criminal background check.*

*Approved: 02/08/95*

*Revised: 05/06/2019*

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