

COWLEY COLLEGE

Academic Support Specialist

Employer

Cowley College
125 2nd St,
Arkansas City, KS 67005

Job Description

Position Title: Academic Support Specialist

Department/Building: Arkansas City Campus

Position Type: Full Time

Position Reports To: AVP of Academics (Day-to-day oversight provided by Department Chairs)

FLSA Status: Non-exempt

Date of Job Description: June 5, 2024

Job Summary:

The Academic Support Specialist performs duties as assigned by Department Chairs, the faculty within assigned departments, and the Academic Affairs Administration to support the instructional programs of the departments and the College. **This is a full-time 11-month position** with one month off for the summer (mid-June to mid-July) with a typical work schedule **Monday – Friday 7:30 am to 3:30**. Some weeks may require additional work hours based upon scheduled events and activities.

Essential Functions:

- Serve as the communication hub of the assigned departments – organize, collect, and make information available to faculty, staff, students, and community members.
- Serve as liaison between faculty and students and serve as office receptionist – Answer department telephone, take messages, and set up appointments for the department, and relay messages in person, via phone, email, and/or text messaging.
- Distribute mail to/from department faculty and other responsible parties.
- Provide oversight to keep all machines within the office in working order (copier, printers, computers and any other equipment within the department area)
- Work with department chairperson and faculty to complete various department responsibilities (including, but not limited to):
 - Provide clerical support and photocopying for department chair and faculty members

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- Assist faculty members with duties when needed (typing, grading, proctoring, etc)
 - Organize and maintain department files
 - Organize/outline faculty posted hours and schedules
 - Textbook information
 - Instructor & Student class evaluations (in conjunction with the administrative assistant of academic affairs)
 - Maintain Inventory lists
 - Order and management of supplies for the workroom and offices
 - Processing requests for purchase orders, field trips, facilities, vehicles, leave, and travel, etc.
 - Advisory board minutes and validation of competencies
 - Assist with enrollment procedures
 - Assist admissions as point of contact for program information and tours for department
 - Administer and monitor make-up tests
 - Maintain course-related and program documents, including:
 - Course procedures
 - Degree grids
 - Program guides
 - Program reviews
 - Catalog Updates
 - Program graduate follow-up
 - Assist with planning class schedules each semester and update course information in system as directed
 - Gather information from department faculty to prepare reports as needed
 - Navigate, prepare reports, and update information in Cowley student database.
 - Plan and organize department and advisory meetings. Type and distribute agendas and minutes
 - Assist activity sponsors within the department with club announcements, activities, communication to/from club members, publicity, fundraising, and recruiting.
 - Assist with special events, as well as other recruiting events sponsored by the department.
 - Maintain contact with adjunct instructors in the department and provide guidance and assistance as needed.
 - Train, assign, and monitor the work of student workers.
 - Maintain oversight of department page/s on Cowley College website.
 - Assist in the scheduling of the conference room and other classrooms as needed.
 - Maintain courteous, professional and effective working relationships with employees, vendors and/or any other representatives of external organization.
 - Comply with all College policies and procedures
 - Assist the Academic Administration in collecting, processing, and distributing program review data
 - Assist the Department Chairperson and Academic Administrators by performing other related duties as assigned.

Required Knowledge and Skills:

- Demonstrate excellent computer skills, including but not limited to, Word, PowerPoint, Excel, and Publisher.
- Knowledge of general office procedures.
- Excellent office management skills.
- Possess great telephone techniques.
- Ability to work independently, as well as on a team.
- Ability to work and maintain the highest level of confidentiality.
- Good communications skills, both written and oral.
- Ability to organize, multi-task and prioritize work. Work well under deadline pressures.
- Excellent human relations skills. Ability to work with individuals from a variety of backgrounds and diverse populations
- Understanding of and commitment to quality improvement.

Required Education Background:

- High School Diploma or equivalent. Associate degree preferred.
- Coursework in office procedures and computer software. Experience may replace coursework.

Required Experience:

- Minimum of two years' experience in a professional office setting, performing secretarial-type duties.
- Minimum of two years' experience organizing or managing an office.
- Computer experience, including but not limited to Word, PowerPoint, Excel, and Publisher.

Physical Requirements:

Ability to sit or stand for extended periods of time; ability to move freely around the campus and outreach centers; ability to lift up to 20 pounds; ability to bend, stoop, reach and grasp as required to perform responsibilities; ability to drive motor vehicle; and ability to work for long periods of time at a computer.

Work Environment:

Work performed in an office environment.

Cowley College is an Equal Employment Opportunity employer. Cowley College is dedicated to providing equal opportunities to all individuals regardless of race, color, religion, ethnic or national origin, gender, age, disability, sexual orientation, veteran's status, or any other factor that is a prohibited consideration under applicable law.



I acknowledge and understand that:

- Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements, and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.
- Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the College.
- I have read and understand this job description.

Employee Signature

Date

Print Employee Name

