

The Southern Baptist Theological Seminary

Position Description

Position Title: Administrative Assistant-Center for Student Success

Department: Center for Student Success

Position Code: L1100

Date Prepared: 8/3/17

FLSA Status: Exempt Non-Exempt

Full Time: Yes No

JOB SUMMARY:

The Administrative Assistant for Center for Student Success is primarily responsible for providing cross-functional support to the Center for Student Success, a multi-faceted office which itself provides diverse services across The Southern Baptist Theological Seminary and Boyce College campuses. This role is the first point of contact for students and faculty in need of assistance from the Center for Student Success and supports the Academic Advisors, Ministry Connections Advisor, International Student Services Supervisor and Disability Services Advisor, and the Director of Student Success. The Administrative Assistant also collaborates with the Director of Student Success and the Student Success Team to implement key projects and services for faculty and students.

ESSENTIAL JOB FUNCTIONS:

The employee in this position will have the following essential job functions:

- Serves as first point of contact and receptionist for students, staff, and faculty in need of assistance from the Center for Student Success
- Provides students and alumni with general academic information, degree plan status, and Ministry Connections website information (via phone call, email, and in-office)
- Manages calendars, including scheduling appointments for the Director of Student Success and Southern Academic Advisors, and the International Student Services Supervisor
- Strategizes with Student Success team on marketing campaigns to increase retention and graduation rates at Southern and Boyce (i.e. email reminders, book giveaways, new student emails and mailers, phone calls)
- Issues official International Student letters for the International Services Supervisor
- Manages and implements proctoring service for faculty with students needing to take missed exams or quizzes
- Manages advanced placement exam process and collaborates with Academic Records for student record updates
- Manages Seminary Track testing and collaborates with the Boyce College Senior Department of Coordinator to determine appropriate processes
- Measures, organizes and prepares student service data for annual trustee reports

- Coordinates with Events Office to reserve rooms for workshops and programs conducted by the Center for Student Success and serves as the point of contact
- Processes business expenses, purchases (including P-card reconciliation), check requests, and employee documents for the office (include PAF processing)
- Processes honorariums for Student Success event speakers
- Directs course substitution requests to Director of Student Success and the Associate Dean of the Billy Graham School of Missions, Evangelism and Ministry and processes review results
- Reviews, proofreads, and creates content for communication pieces sent out by Center for Student Success
- Oversees general coordination of office space (places work and supply orders), ensures office is running smoothly, and maintains welcoming environment for all students, faculty and staff

Performs other duties as may be assigned by supervisor.

EDUCATION:

The person in this position should have a minimum of a Bachelor's degree.

EXPERIENCE:

The person in this position should demonstrate skill in the areas of office coordination, computer literacy, multi-tasking (in a fast paced environment) and interpersonal interaction. This person should also have a good grasp of grammar and proofreading skills.

SUPERVISION:

The person in this position will supervise no one.

The person in this position will report to the Director of Center for Student Success.

WORK ENVIRONMENT:

The person in this position must have effective verbal and written communication skills; make repetitive motions with wrists, hands and fingers; lift up to 35 lbs., be able to walk up and down stairs, and enter and exit all campus buildings unassisted; demonstrate the ability to sit for extended periods of time; use a personal computer for correspondence; and operate efficiently in a competitive work environment.

EQUIPMENT:

The person in this position will use the following equipment: standard office equipment including, but not limited to, computer, telephone and copiers, Microsoft Office Suite, Jenzabar, Mail Chimp and other computer software as needed.