Job Description

Job Title:	Administrative Assistant II	**Grade:**	H
Department:	Financial Service Institute	**FLSA:**	Non-Exempt

The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

General Function:

Performs a variety of standard to moderately complex administrative and secretarial tasks which may include greeting and receiving visitors and calls, monitoring inventory, maintaining spreadsheets, typing, filing and purchasing in support of Department's daily operations.

Characteristic Duties and Responsibilities:

1. Responsible for reporting via online for 8 Regulatory Boards: NC Real Estate Commission – Prelicensing, Post Licensing & CE, Nationwide Mortgage Licensing System – Prelicensing & CE, NC Appraisal Board, NC Department of Insurance, CFP Board of Standards Inc. – Course and Program completions.
2. Tracks spreadsheets for student registrations and funds thru Income Tax; also tracks scholarship recipients (Wachovia Scholarship).
3. Maintains five separate budget spreadsheets.
4. Generates and utilizes reports from Web Informer.
5. Schedules and administers Re-Test for Real Estate and Insurance students.
6. Answers phone and screens visitors; provides detailed information regarding services and explains procedures; may provide advice; refers call to appropriate person if more information is needed; takes messages; responds to the more difficult inquiries and requests; serves as informational resource to staff and Program Assistant.
7. May create and update unit's files; may purge inactive files; may maintain unit's computerized databases.
8. May monitor inventory and supplies; may prepare requisitions; may order supplies.
9. May draft a variety of correspondence and memos for supervisor's approval; may type and proofread manuals, books, and other material; may create forms for Department use.
10. Responds to complex inquiries and requests; serves as informational resource to staff.
11. May receive data and check for accuracy; may enter into computer system; may create, update, and maintain files and databases.
12. May perform a variety of administrative tasks including scheduling and maintaining calendar, making travel arrangements, scheduling and coordinating meetings, and processing time sheets and attendance reports, P-Cards and Invoicing.

The intent of this job description is to provide a representative summary of the essential functions that will be required of positions given this title and should not be construed as a declaration of specific duties and responsibilities of any particular position. Employees will be assigned specific job-related duties through their hiring departments. Specific job-related duties assigned by hiring departments shall be consistent with the representative essential functions listed above and shall not be construed as expanding a particular position's role, scope, FLSA status, or grade. September 2013

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Reporting Relationships:

Direction Received: Reports to Director of the Financial Service Institute

Direction Given: Responsible for directing and monitoring the work of student and/or temporary workers.

Minimum Requirements:

Requires High School diploma or GED and vocational or business training beyond high school, intermediate Microsoft Office skills to include word processing, spreadsheets, databases and graphics and 2 years of office experience.

Knowledge, Skills, Abilities and Worker Characteristics:

Knowledge of standard office procedures and equipment

Knowledge of computer and office applications

Writing and proofreading skills

Strong customer service/communication skills

Working Conditions:

Typical office environment

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