



## Job Description

<b>Job Title:</b>	Coordinator of Administrative Support Services	<b>Grade:</b>	K
<b>Department:</b>	Information Technology Services	<b>FLSA:</b>	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 moderately complex administrative tasks and supervisory duties to oversee activities relating to the department's operations and provide administrative support to management.

### **Characteristic Duties and Responsibilities:**

1. Oversees the administration of the Information Technology Services (ITS) department; sets priorities, enforces policies, monitors processes and recommends changes as appropriate.
2. Performs complex and confidential duties relating to financial and personnel issues. Oversees, coordinates, maintains and processes sensitive paperwork including, but not limited to, payroll documents, timesheets, travel reimbursements, purchasing and employee-related documents for all staff in the division.
3. Assists with hiring efforts of the department including submitting documents for hiring process through Human Resources, scheduling interviews, and tracking progress through PeopleClick application. Maintains part-time hire documents, submitting hourly rate sheets, tracking hours worked and budgetary expenses. Processes termination documents.
4. Oversees and provides system-related functions including but not limited to scheduled and special reports correspondence and data-base management. Assists with reporting procedures, maintenance of departmental records and inventories.
5. Performs various administrative tasks including maintaining calendars, scheduling appointments, making travel arrangements, preparing authorization for reimbursements. Arranges and coordinates meetings, luncheons, conferences and special events for the departments.
6. Acts as Cell phone Administrator for the college. Processes cell phone/PDA requests for the college employees. Guides employees through cell phone/PDA agreement request form with proper account numbers and approval signatures. Assists employee with equipment selection based on CPCC standards and places order with vendor. Works with vendors to determine equipment needs, cost effective calling plans for the college, resolve issues and to activate or deactivate phone service. Resolves cellular service and equipment warranty issues. Works closely with Accounts Payable Department to review cell phone charges and resolve and discrepancies. Monitors ITS Telecom budgets related to cell phone administration. Coordinates recycling and disposal of used cell phones.
7. Supervises, oversees and assists in the daily operations of Accounting Specialist II and other clerical employees in the division. Monitors budgets, submits requisitions, processes and submits budget documents and paperwork. Facilitates procurement process for the division. May prepare and maintain accurate and up-to-date budget records; may assist in compiling information for department's annual budget requests. May have approval authority with budget responsibility as assigned by the lead administrator for the department.
8. Participates as a member of the ITS Leadership Council, serves as a liaison for the Associate Vice President and Chief Information Officer (CIO) to the council members and other internal and external

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. Updated November 2011



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- constituencies. Develops and prepares agendas for meetings, prepares and distributes minutes; maintains departmental SharePoint site.
9. Serves as informational resource to internal and external contacts. Provides detailed information requiring some interpretation of guidelines regarding department's programs and policies; responds to inquiries by phone or in person; researches and resolves problems and complaints. Reviews and responds to incoming correspondence; may assist in preparing and proofreading correspondence and reports.
  10. Monitors and procures office supplies, keeps inventory of other departmental assets. Manages departmental mail distribution, shipping and receiving.
  11. Performs other duties as assigned.

### **Reporting Relationships:**

**Direction Received:** Reports to the Associate Vice President and CIO  
**Direction Given:** Direct supervision and evaluation of work as a first-line supervisor over assigned administrative support staff

### **Minimum Requirements:**

Associate's degree from an accredited educational institution and five years of full-time administrative support or office management experience; previous supervisory and/or accounting experience preferred

### **Knowledge, Skills, Abilities and Worker Characteristics:**

Knowledge of basic accounting, procurement and budgeting principles  
Ability to maintain confidentiality  
Knowledge of office procedures and practices  
Strong computer skills, proficiency with Microsoft Office programs, and familiarity with office equipment  
Strong work ethic and ability to work independently with limited supervision  
Excellent communication skills  
Supervisory / leadership skills  
Ability to prioritize and work on several projects simultaneously  
Ability to work individuals from diverse backgrounds

### **Working Conditions:**

Typical office environment; infrequently lifting and carrying items up to 10 lbs.; infrequently twisting or bending at the waist or reaching overhead; infrequently traveling between buildings on campus or to other campuses; frequently listening to and talking with students, faculty and other staff members either in person or by telephone; frequently sitting at a desk or workstation using a computer display, keyboard, and mouse