



## Job Description

<b>Job Title:</b>	Coordinator Sr. Administrative Support	<b>Grade:</b>	L
<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. Performs a variety of highly complex administrative tasks and supervisory duties to oversee activities relating to the Information Technology Services operations and provide administrative support to management.
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 coordinator, Coordinator of Technology Planning and Deployment, PT Administrative Assistant III. Monitors budgets, submits

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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 Expanded Leadership council and primary Leadership council as well as the SHARK team; 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 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. Assists in organizing conferences for the CIO.
- 12 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
- . 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

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### **Minimum Requirements:**

Bachelor's Degree from a regionally accredited institution and five years of full-time administrative support or office management experience.

### **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