



COMMUNITY COLLEGE
OF RHODE ISLAND

Office of Human Resources

POSITION DESCRIPTION

TITLE:	Senior Staff Assistant
LOCATION:	Advising and Counseling Center Knight Campus, Warwick
REPORTS TO:	Director, Advising and Counseling
GRADE:	CCRIPSA 08
WORK SCHEDULE:	35 hours per week; Non-Standard
SUPERVISES:	Lecturers (19 hour) positions and Student Help positions

ABOUT CCRI:

The Community College of Rhode Island is the state's only public comprehensive associate degree and certificate-granting institution. We provide affordable open access to higher education at locations throughout Rhode Island. Our primary mission is to offer recent high school graduates and adult learners the opportunity to acquire the knowledge and skills necessary for intellectual, professional and personal growth through an array of academic, career and lifelong learning programs.

At CCRI, we are committed to building an inclusive and diverse campus community. We strive to hire and retain culturally competent faculty and staff members who reflect the demographics of our state and our increasingly diverse student population.

We believe that our diversity is our strength. We celebrate, support and thrive on the diverse experiences, backgrounds, and perspectives that are represented across our four campuses.

We are OneCCRI, working together to prepare learners to achieve their highest potential.

To learn about what employees value at CCRI and what it means to work here, please read about our Guiding Principles and watch videos of our employees doing what they do best:

<https://www.ccri.edu/equity/culture/guidingprinciples.html>

JOB SUMMARY:

Assist the Director in the administration and coordination of all Advising and Counseling and JAA services, providing technical and clerical support as needed. Act as office manager prioritizing workflow of the front desk staff ensuring all deadlines are met efficiently and departmental responsibilities are consistently maintained. Provide extraordinary customer service for students, staff, and visitors.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assist the Director in planning for and hosting JAA Days at all campuses: coordinate and organize paperwork required; implement revised check-in process; screen students to resolve issues before meeting with their advisors; organize materials and equipment for setup.

- Maintain a high level of knowledge and understanding about JAA requirements between participant schools in order to assist the Director with JAA duties.
- Maintain registration and Accuplacer testing data; input student information on the college's student information system. Post Accuplacer scores manually as needed. Investigate and resolve any inconsistencies.
- Investigate and resolve all issues regarding the Accuplacer testing platform. Act as a liaison between all campuses and the IT department to resolve testing issues. Monitor downloads for problems and resolve as needed.
- Receive and interpret Accuplacer score reports from High Schools, Colleges and Adult Education Agencies. Evaluate data and make decisions if scores can be utilized at CCRI. Calculate a placement and enter the data into Banner as necessary.
- Responsible for maximizing the use of Accuplacer testing site at Knight Campus (planning for capacity; monitoring and amending schedules for peak testing times).
- Prepare for new student testing and registration to ensure students will be eligible to register for classes on site (including but not limited to examination of student records and files to ensure that there are no holds). Contact students and other departments to resolve issues prior to scheduled appointments. Assist students with implementation of new programs for multi-measures. Scan confidential records for use in Advising planning sessions.
- Interview, train and supervise part-time and student employees. Prioritize and assign duties. Schedule all front desk staff to maintain appropriate staffing levels taking into account seasonal needs for increased staff during times of high demand.
- Complete hiring workflows as directed by the Dean of Students for the Advising & Counseling Departments on all campuses.
- Act as backup to the Deans assistant during her absence to be able to process Financial Aid and tuition appeals and college reports and any other priority assignments needed by the Dean of Students. This involves the handling of highly confidential materials which may need to be processed into banner and scanned and saved on the hard drive.
- Assist with the collection and verification of data for the various Advising and Counseling services. To compile departmental statistics for use in future planning needs. To create and maintain various databases, spreadsheets and other computerized files for the programs.
- Assist the Director in developing, implementing and evaluating special projects. This includes new priority projects which includes planning for, welcoming, testing and successfully registering groups of new students such as, but not limited to, RI Promise.
- Understand and maintain awareness of students who need and/or who are seeking personal counseling services as opposed to academic advising, using compassion and confidentiality, and notify the appropriate counselors of the need.
- Maintain cordial working relationships with various college departments to ensure proper processing and problem resolution along with the sharing of information. Coordinate meetings; schedule special workshops/seminars with other colleges, universities or agencies.
- Make travel arrangements for conferences and special functions.
- Maintain current awareness of features, modifications and/or enhancements of software used in the office, division and college. Work with other campuses to ensure a smooth workflow.
- Enter and process data, type/word process contracts, grant proposals, syllabuses, tests, exams, certificates, internal and external reports, letters, requisitions and other correspondence.
- Screen students for departmental services eligibility; Schedule appointments; for testing, Advising and new student registration. Contact students regarding scheduling, class dates, room assignments, testing and post directional information.
- Prepare requisitions and/or order program supplies and educational materials via the college's financial information system according to College policy and procedures. Order and maintain supplies needed for the department.
- Ensure that bi-weekly and monthly timesheets for all departmental employees are completed accurately and submitted for signature/approval in a timely fashion.
- Coordinate and assemble freshman registration packets. Assist the Director in completing all statistical reports and surveys. Maintain files and records, including confidential material, required and generated by the Director.
- Answer telephones; respond to telephone, email and mail inquiries; record messages and forward to appropriate staff. Respond to routine and specific inquiries from other college

departments, faculty, students, administrators, and staff. Resolve student issues and complaints when possible or refer to the appropriate administrator.

- Assist the Director in program evaluation and developing schedules for staff. Assist with the planning and implementation of the Late Registration process.
- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.
- Work collaboratively in a diverse, inclusive and student-centered environment, and with students of various learning styles, cultures, identities, and life-experiences.

Other duties as required.

LICENSES, TOOLS AND EQUIPMENT:

Electric typewriter, computer, word processor, adding machine/calculator, copy machine, fax machine, telephone.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions

QUALIFICATIONS:

- Associates degree in office administration or related field
- Advanced electronic office administration experience required
- Experience with computerized file maintenance, spreadsheets and graphics necessary.
- Proficiency in word processing and data base applications essential.
- Thorough knowledge of Banner preferred.
- Accuracy and precision in data reporting necessary.
- Work experience in an educational setting preferred.
- Strong interpersonal skills required.
- Excellent organizational skills required. Excellent customer service skills required.

CCRI is an Equal Opportunity / Affirmative Action Employer.

We recognize that diversity and inclusivity are essential to creating a dynamic, positive and high-performing educational and work environment. We welcome applicants who can contribute to the College's commitment to excellence created by diversity and inclusivity.

CCRI prohibits discrimination, including harassment and retaliation, on the basis of race, color, national or ethnic origin, gender, gender identity or expression, religion, disability, age, sexual orientation, genetic information, marital status, citizenship status or status as a protected veteran. Inquiries or complaints concerning discrimination shall be referred to the College's Title IX Coordinator at: TitleIXCoordinator@ccri.edu.

The Jeanne Clery Act requires institutions of higher education to disclose campus policy statements and crime statistics. Our annual report is available here:

<https://ccri.edu/campuspolice/pdfs/ASR-Final-92019.pdf>

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