Job Title: Academic Office Assistant
Reports to: Department Chair
FLSA Status: Non Exempt
Level: 113
Position Class: C9997

Job Summary:
This position provides clerical support to academic department. Assists with class preparation, gives information to students, and performs the following duties.

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job.

Applicants may be asked to demonstrate any or all of the following duties:

1. Assists Departmental faculty by preparing tests and syllabi using curriculum based software.
2. Greets scheduled visitors and conducts to appropriate area or person.
3. Answers and screens telephone calls.
4. Organizes and maintains filing system.
5. Maintains Department laboratory budget and orders supplies.
6. Maintains work schedules and records of lab tutors.
7. Assists faculty in research for special reports.

Job Qualifications:
The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Education/Experience:
  High school diploma or general education diploma (GED) and one year related experience and/or training; or equivalent combination of education and experience.
• **Supervisory Experience:**
  No supervisory experience required.

• **Language Ability:**
  Ability to read and understand basic instructions, shore correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

• **Math Ability:**
  Ability to add subtract, multiply, and divide using whole numbers, common fractions, and decimals. Ability to perform calculations on standard measures of American currency and weight, volume, and distance.

• **Reasoning Ability:**
  Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to deal with problems involving a few changes in common situations.

• **Computer Skills:**
  To perform this job successfully, an individual should have knowledge of word processing, spreadsheet, Internet, email, and database software; as well as software specific to the academic department. Proficiency in use of current College database and e-mail software is essential.

• **Certificates and Licenses:**
  No certifications or licenses needed.

**Responsibility for People and Property:**
This job has no responsibility for people or property.

**Responsibility for Communication:**

• **Internal Contacts:**
  This position has routine contact with all levels of College faculty, staff, and students.

• **External Contacts:**
  This position has routine contact with the general public.

**Work Environment:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**Physical Demands:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
While performing the duties of this job, the employee is regularly required to sit, use manual dexterity, and talk or hear. The employee is occasionally required to stand and walk. The employee must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color and ability to adjust focus.

**General Performance Standards and Expectations:**
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. **Mission and Goals:** Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. **Service Excellence:** All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding service excellence to everyone they serve including students, the community, and fellow employees in accordance with Pride in Excellence standards as listed:

   **RESPECTFUL**
   - Act in a courteous manner
   - Actively listen to gain full understanding
   - Demonstrate awareness of “everything speaks”
   - Show empathy and caring

   **RESPONSIVE**
   - Approach people in an inviting and pleasing manner
   - Take ownership of actions and decisions
   - Plan, anticipate, and be forward thinking
   - Answer and return phone calls and emails
   - Use proper communication etiquette
   - Banish the phrase “not my job”
   - Provide assistance to all inquiries and follow through

   **ACCURATE**
   - Do it right the first time
   - Be knowledgeable of product and how it interfaces with others
   - Ask probing questions
   - Use resources effectively and efficiently

   **COLLABORATIVE**
   - Participate in teams
   - Develop team skill sets
   - Learn available resources to be responsive to your constituents
   - Develop internal and/or external connections

3. **Grooming and Appearance:** State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. **Safety Awareness:** State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper
operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment as provided.

5. Attendance Standards: State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. Training: State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. Continuous Improvement: State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.

**Approvals:**
This job description has been reviewed and approved by the leaders whose signatures appear below.

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<thead>
<tr>
<th>Title</th>
<th>Signature</th>
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<tbody>
<tr>
<td>Preparing Manager</td>
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<td>Director, Human Resources</td>
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