



**Senior Administrative Assistant, CCV  
Non-Bargaining Unit**

**Grade 9  
Non-exempt**

## **BASIC FUNCTION**

To provide elevated and enhanced administrative service and support to the CCV community.

## **CHARACTERISTIC DUTIES & RESPONSIBILITIES**

In addition to the duties and responsibilities of the Administrative Assistant position:

- Purchasing: initiate large orders and may have a p-card
- Colleague: advanced data entry/applications
- Business: Oversee the process of taking payments and reconciliation of cashier sessions
- Financial Aid: may provide back up, answer basic questions
- Textbooks: liaison between instructors and bookstore (EdMap/UVM), may order desk copies
- Semester activities: initiate, prepare, copy and distribute
- Provides in-depth external customer service; provides internal customer services such as facilitating between other CCV sites and the SOM and/or coordinators.
- Schedules meetings (external)
- Processes vouchers
- Other duties as assigned

## **General Supervision**

General supervision is received from the Site Office/Operations Manager, Regional Director or designee. This position does not directly supervise other staff.

## **Physical Demands and Working Conditions**

Mobility to work in a standard office environment, use standard office equipment. Manual dexterity to use standard office equipment and supplies and to manipulate both single sheets of paper and large document holders (binders, manuals, etc.). Vision to read handwritten and printed materials and a computer screen. Hearing and speech to communicate in person and by telephone. May lift weight (up to 10 pounds). May work unusual and prolonged work schedule during high volume periods. Working conditions in the office are clean, well lit and free from extremes of temperature and humidity. Accommodations may be made for some physical demands for otherwise qualified individuals who require and request such accommodations.

**Minimum Qualifications**

An Associate's degree is required to advance to this position.

Must meet the minimum qualifications for an AA in addition to demonstrating:

- Proficient skills in Outlook, MS applications (able to mail merge, use spreadsheets)
- A solid understanding of the CCV LMS to be able to troubleshoot issues before elevating them to the helpdesk; able to navigate MS applications to troubleshoot and be able to provide basic end-user support
- Advanced problem solving skills
- Must be comfortable with multimedia e-classrooms and troubleshooting the equipment
- Outstanding customer service and interpersonal skills

**This general outline illustrates the type of work which characterizes the job classification. It is not an all encompassing statement of the specific duties, responsibilities and qualifications of individual positions assigned to the classification.**