



Classification Description

Job Title: Administrative Specialist,
School of Business and Technology

Pay Grade: 106

Job Code: 4325

FLSA Status: Non-Exempt

Job Purpose

The Administrative Specialist provides key administrative support to the School of Business and Technology, managing textbook adoptions, coordinating with eLearning and faculty, and ensuring compliance with syllabus standards. This position requires strong organizational, communication, and multitasking skills to ensure smooth operation of academic support functions, including faculty training and program coordination.

General Responsibilities

Essential Functions

Performs accurate and timely completion of both routine administrative department functions and assigned special projects.

Analyzes and reviews the performance of administrative functions for the purpose of improving efficiency, maximizing resources and ensuring accuracy in task performance.

Under the direction of the Dean, works with faculty to select and adopt appropriate textbooks, entering these adoptions into the system and liaising with bookstore vendor and publishers to ensure timely delivery.

Maintains a comprehensive database of textbooks and materials including, but not limited to, costs, while also assisting students with textbook-related inquiries.

Ensures compliance with textbook affordability initiatives.

Responsible for ensuring consistency and accuracy of course content across Canvas shells and providing technical support to faculty for course setup and maintenance.

Coordinates the review and revision of master course shells when appropriate.

Coordinates with eLearning to guarantee that master shells are distributed to adjuncts in a timely and accurate manner.

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In collaboration with department chairs, the Administrative Specialist ensures that Master Syllabi are prepared each semester, monitoring syllabus compliance with institutional and accreditation standards.

Generates reports on syllabus completion and ensure uniformity across programs.

Under the direction of the Dean, oversees full-time and adjunct training, ensuring all required trainings are completed and assisting faculty with enrollment. This position works with IT to analyze training completion rates and identify areas for improvement.

Serves as liaison between faculty, students, and administrative staff, participating in school events and initiatives, as needed, to support overall program operations.

Assists in the preparation of advising sessions and workshops by preparing advising materials.

Prepares and disseminates routine departmental reports and special reports, as requested.

Assists Coordinator in both routine and special department projects.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Associate's degree in Business Administration, Education, or related field from an accredited institution.

Three (3) years of full-time professional experience providing administrative support, preferably in an educational setting. Appropriate combination of education and experience may be substituted.

Proficiency with office software such as MS Office and email platforms.

Ability to work independently and manage multiple tasks simultaneously.

Strong communication, organizational, and problem-solving skills.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.

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- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

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Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: September 27, 2024.