

Alverno College
Non-Exempt Position Description

Position Title: Academic Administrative Assistant **Date:** July 2025
Department: JoAnn McGrath School of Nursing and Health Professions
Status: Full-time/12-month **Reports To:** Dean of Nursing

Primary Function: Provide administrative support to the JoAnn McGrath School of Nursing and Health Professions, for undergraduate and graduate programs, by serving as primary contact person, and managing all records and support processes in order to ensure efficient and smooth operation of the School.

Principle Responsibilities

1. Effectively communicate with students, faculty, staff, and external audiences, maintaining a retention focus when working with students and a professional presence.
 - a. Serve as primary contact for students, faculty, other college offices, and external audiences. Provide appropriate information and follow-through, or direct them to the person or department that can assist them.
 - b. Establish effective working relationships within the School and with other college offices to support the work of the department (e.g., Professional Support Services, other Academic Administrative Assistants, Registrar's Office, Help Desk and Academic Affairs).
 - c. Notify the Dean/Program Directors regarding any concerns perceived in interactions with faculty, staff, students, or off-campus visitors related to the School.
 - d. Monitor and keep Dean, Program Directors, Program Chairs, and school faculty abreast of college personnel changes, events, and issues.
 - e. Anticipate and identify problems. Suggest improvements and changes to procedures to the appropriate persons or departments.
 - f. Greet and direct visitors and guests at special events (e.g., school dinner, training, recruiting).
2. Record Management
 - a. Develop and maintain systems to initiate, coordinate, process and follow-up on tasks and documents throughout the academic year including, but not limited to, evaluations of courses, evaluations of students, textbook processes, syllabi, contracts, faculty schedules, course feedback, narrative transcripts, Faculty Annual Reviews (FAR), new student processes/procedures, and other records.
 - b. Organize and maintain filing and database systems including but not limited to: paper and electronic files. Transfer files to archives as appropriate.
 - c. Compile a variety of reports using Colleague course and faculty information as needed.
3. Office support
 - a. Coordinate the hiring process within department and provide all services needed for all new faculty, TA's and related staff hires (i.e., requisition forms, technology access, mail drawer requests, key requests, office set-up, initial office supplies, past syllabi and division information, etc.).

- b. Reserve meeting rooms and/or equipment for faculty related functions. Assist with any department events for specific arrangements needed.
 - c. Assist in coordination of registration and travel/lodging plans for faculty participating in professional activities related to Alverno College.
 - d. Maintain inventory of all office supplies and equipment and work with department members to anticipate needs and ensure adequate supplies are available.
 - e. Order supplies and any necessary repairs or replacements of copiers, computers, printers, scanners, faxes, or any other equipment.
 - f. Provide support to student organizations and faculty as needed; e.g., mailings, duplicating, equipment and room requests, publicity documents, and food service.
4. Provide administrative support including, but not limited to:
 - a. Compose, prepare, and distribute correspondence for the department (e.g., letters, memorandums, reports, course materials, syllabi)
 - b. Process and maintain purchase orders, invoices, and business records
 - c. Process and handle incoming and outgoing mail according to the direction of the Dean and Program Chairs.
 - d. Perform general clerical duties including photocopying, collating and faxing
 5. Hire, train, and supervise student workers for general office work in accordance with college policies and applicable laws.
 6. Maintain proficiency in using technology hardware, software (MS Office, particularly Word and Excel; One Drive, Google Drive, etc.), and equipment appropriate to the office (e.g., computer, copy machines, specialty software and web-based programs, the student information system).
 7. Attend learning opportunities, meetings and events; take meeting minutes as requested by the Dean or Program Chairs.
 8. Comply with safety procedures and maintain clean and orderly work areas.
 9. Perform other tasks as necessary to support the mission of the College.

Qualifications

1. Requires high school diploma or equivalent. Additional education or formal training in office skills is preferred.
2. A minimum of four years of administrative office experience is preferred.
3. Must be proficient in Microsoft *Word*, *Excel*, *Outlook* and *PowerPoint*, including mail merge functions and database management.
4. Requires the ability to communicate and respond to both internal and external customers professionally and in a timely manner. Must have the ability to read, interpret, write and complete documents such as forms and general correspondence.
5. Requires strong organizational skills and the ability to multi-task, prioritize, work with frequent interruptions, work independently and be self-motivated. Must have strong problem-solving skills and have the ability to professionally respond to variations in schedules and plans.
6. Requires a flexible and collaborative work style and the ability to interact effectively with a variety of audiences internally and externally.
7. Must have basic math skills.

8. Requires the ability to work with and maintain confidential information.
9. Must have the ability to occasionally lift and/or move up to 20 pounds.

Working Conditions

General office environment

How to Apply

Apply on-line at <https://www.alverno.edu/jobs/apply/login.php>

Please attach your cover letter, resume, and list of references to the online application

In accordance with the Americans with Disabilities Act (ADA), Alverno College will provide reasonable accommodations to qualified individuals with disabilities. If you require accommodations during the application or interview process, please contact HR@alverno.edu.

Alverno College is an Equal Opportunity Employer and committed to workplace diversity