

Administrative Assistant Job Description

JOB SUMMARY:

The Administrative Assistant (AA) works in a variety of areas as needed to help the Admin Team (Staff Leads, Counselor, Mentor, Director of Education, Director of Technology and Curriculum, Executive Director) accomplish their goals. The AA works with the Office Team (consisting of the office Manager, Enrollment Counselor, Enrollment Specialist, and Registrar). In addition to assisting with the Enrollment process from initial contact with a family to being fully enrolled with CMASAS the AA helps to implement new processes and procedures designed to improve the office workflow. The AA is organized and detail oriented able to multi-task between tasks.

MINIMUM QUALIFICATIONS:

1. 3-5 years of experience in customer service.
2. High School Diploma Required, college degree preferred.
3. Must possess excellent oral, written, and interpersonal communication skills to communicate with students, parents, faculty, and administrative staff.
4. Ability to demonstrate problem solving and decision-making abilities to facilitate the high school learning experience and perform the functions described.
5. Must possess the ability to convey a professional image, as well as effectively represent the organization as appropriate in its relationship with the community.
6. Intermediate to advanced knowledge of MS Office (Word, Excel, PowerPoint, Outlook, Teams, Exchange).
7. Experience in a fast-moving, dynamic environment, such as a startup company or organization in rapid growth.
8. Must have access to Internet and email.
9. Hardware Requirements:
10. Software Requirements:

PHYSICAL REQUIREMENTS:

1. Must be able to see a computer monitor.
2. Must be able to perform work at a computer terminal for 6-8 hours a day, and function in an environment with interruptions.
3. Must be able to use a telephone or headset equipment.
4. Must be able to lift twenty (20) pounds).

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DUTIES AND RESPONSIBILITIES:

1. Assist the Enrollment Specialist in processing student enrollment applications.

2. Help to coordinate and manage the workflow to assure that all students are properly launched and that all required paperwork is completed and properly filed.
3. Answer inquiries from prospective enrollments via phone, email, and chat, including conducting scheduled Information Calls and Personalized Tours.
4. Assists in managing CRM (Ontraport) for contacts and campaigns.
5. Participate in collaborative activities and projects involving other staff.
6. Participate in appropriate training to ensure the smooth implementation of new programs and procedures.
7. Manage the student records workflow to assure that all students are properly entered in the student records system and that all paperwork is completed and properly filed.
8. May assist with Withdrawals, Transcripts, Grades (final and withdrawal)
9. May assist with Athletic Academic Clearance for Home High Schools
10. May assist with Grad Year Adjustments for new students
11. May assist with Enrollment Verification
12. May assist with Homeschool Portfolio Credit Check
13. Work effectively with staff as a part of the office team.
14. Supports Administrative Team Staff as needed.

Employee Signature: _____

Date: _____