

POSITION DESCRIPTION

Academic Programs Administrative Assistant

Organizational Unit	Academic Programs
Program/Project	-
Supervisor	Director of Academic Programs
Hours/Week	35 (full-time)
Weeks/Year	52
Appointment Term	-
FTE (Calculated)	1.0
FLSA Status	Non-exempt
Date	July 19, 2023

Job Summary

The **Academic Programs Administrative Assistant** provides general administrative support to the Director of Academic Programs, with particular emphasis on creating and maintaining records for programs and initiatives managed by the Five Colleges Academic Programs Office. This position reports to the Director of Academic Programs, but may receive assignments to complete tasks or projects for other FCI offices.

Importance of Diversity to our Educational Mission

Five Colleges, Incorporated and its five associated institutions (Amherst, Hampshire, Mount Holyoke and Smith Colleges and the University of Massachusetts Amherst) are committed to supporting and sustaining a diversity of people, backgrounds, experiences, ideas and points of view for the essential contribution this diversity makes to educational missions of our organizations. In support of this commitment Five Colleges requires all of its employees to work cooperatively and effectively with the diversity of people at the colleges (students, faculty members, other employees) and within the organization itself.

Duties

- Provide general administrative support to the Director of Academic Programs and Academic Programs Coordinator, including drafting or proofreading documents and correspondence, maintaining and managing documents and records, and compiling enrollment and other data; this work may include work with the Director of Information Technology where that Director's work intersects with the work of Academic Programs, such as with course schedules and interchange testing
- Support the Director in communicating with the FCI Strategic Engagement Office regarding Five Colleges events related to Academic Programs
- Coordinate with FCI's Executive Assistant to manage the Director of Academic Programs' calendar
- Maintain the Five College academic calendars, as established by the Five College Registrars

- Maintain assigned databases and mailing lists (e.g., Five College Google Groups, new and visiting faculty, records of past and upcoming program reviews, compiling and distributing course lists, etc.)
- Manage records on student completion of Five College certificates
- Work closely with the FCI Business Office to manage reimbursements and other payments related to Academic Programs
- Compile and proofread course lists for various Five College academic programs, and coordinate with the FCI Information Technology Office to post these to the FCI website each semester
- Support the funding programs offered by the Academic Programs Office by managing the intake and tracking of funding proposals and drafting award notification letters
- Manage content on webpages related to Five College academic programs
- Support the Director and Coordinator in annual Academic Programs assessment activities (e.g., distributing surveys and program renewal forms)
- Perform administrative task and provide project assistance for the Five College Center for World Languages and Five College Dance, as assigned
- Perform other related duties as assigned

Minimum Qualifications

- Bachelor's degree or equivalent experience
- Excellent working knowledge of Microsoft Office and Google Suite, and a willingness to learn additional tools as required
- Experience with website content management (HTML knowledge not required)
- Excellent written and oral communications skills
- Attentiveness to detail and organization
- Ability to complete multiple tasks and meet deadlines
- Demonstrated judgment and discretion
- Flexibility to work closely with others in a small cooperative office
- Ability to engage effectively with multiple Five College constituents (faculty members, staff members, students, parents, community members)
- Capacity to meet (with or without accommodation) the physical expectations of the position, which include: ability to comprehend written and verbal communication; ability to evaluate printed materials and material presented on-screen; and ability to communicate effectively in person, by telephone, via videoconference, and via email
- Ability to pass a post-offer background check

Preferred Qualifications

- Experience and interest in higher education
- Familiarity with the five member campuses and the Consortium
- Familiarity with FERPA and other policies related to handling student records