Saint Michael's College
Job Description

Job Title: Administrative Assistant - Study Abroad

Department: Study Abroad

Supervisor or Manager: Director, Study Abroad

Date Created: 9/7/2010    Last Revised: 9/7/2010    FLSA Status: NE

Approved by (print name): ________________________    Signature: ________________________

**Our Mission:** It is the mission of Saint Michael's College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

---

**Major Objectives of the Position:**
- Office database updated and accurate
- RFP’s for program provider payments accurate and timely
- RFP’s for student reimbursements accurate and timely
- Study Abroad website updates accurate and in keeping with College requirements
- Study Abroad billing book, billing templates and spreadsheets updated and accurate
- Parent and student mailings prepared and mailed on schedule
- Phone and in-person interactions with students and outside community professional and helpful
- Requested reports and correspondence accurate and timely
- Special events run smoothly with setup requirements (Powerpoint, info packets, AV, room setup) in place
- Working environment in Study abroad office and Klein Building positive and friendly

**Essential Duties and Responsibilities:**
- Maintains database of study abroad students and all study abroad related activity
- Generates reports from database (by program provider, by major, Open Doors survey, annual statistics, etc.) including graphs and pie charts
- Maintains study abroad website and make improvements as needed for navigation and content. Keep list of approved programs current
- Makes improvements as needed for navigation and content
- Acts as primary contact for all communication pertaining to website updates and development
- Prepares RFP’s for payment of tuition, fees etc. to program providers
- Prepares RFP’s for student reimbursements of fees, airfare, etc. including contact and follow up with students to gather required documentation
- Maintains billing book and spreadsheet of billing expenses
- Prepares reports (average airfare, breakout of expenses)
- Assist in planning and coordinating Special Events such as pre-departure meetings, returnee events, Study Abroad Fair, Global Eyes Contest, information tables
- Assembles information and sends student/parent mailings
- Prepares PowerPoint slideshow of student photographs
- Designs postcards and posters
- Attends events, often in the evenings or weekends
- Acts as office spokesperson at information tables when director is unable to attend

**Applications and Approval Letters:**
- Generates approval letters to students
- Follows up with students as needed to complete application materials
- Works on special project as requested by director. Examples: creating an on-line evaluation form for Returnees; conducting Internet research of other study abroad offices, policies, activities; researching and creating more effective ways to display Global Eyes photos on-line; creating and maintaining blog site for study abroad homepage
Saint Michael’s College
Job Description
Job Title: Assistant to the Director of Study Abroad

Secondary Responsibilities:
• Assists others in Klein who have computer related questions

Positions Supervised:
• Position shares management of 1-2 work study students

Position’s Major Contacts:
• Registrar’s Office staff
• Students
• Faculty
• Administrative Assistants
• Department Chairs
• Academic Deans
• Special Events Office
• Information Technology

Demonstrates Excellence in this Position:
• Demonstrates a sound understanding of academic departments and requirements at Saint Michael’s College, with the ability to effectively apply that understanding to tasks and projects
• Has a thorough knowledge of facilities, especially classrooms, and an understanding of faculty needs and desires related to classrooms
• Excels at managing multiple tasks simultaneously and under the pressure of deadlines
• Works effectively with a range of personality types and levels of hierarchy, always displaying courtesy and professionalism
• Truly understands and respects the need for confidentiality and operates with the utmost ethical standards

Education and Work Experience Required:
• Work experience in an office environment

Analytic Skills Required:
• The ability to recognize several likely causes of events, analyze relationships among several parts of a problem or situation, and then formulate a multi-step response.

Language and Literacy Skills Required:
• Reads and interprets documents such as operating instructions, procedure manuals, and College policies to guide own behavior. May need to spend substantial time on the telephone or in meetings to gather necessary information and plan projects. May need to respond to questions and solve problems for people using communications skills. Demonstrates the ability to prepare or revise written reports or other documents.

Computer/Technology Skills Required:

<table>
<thead>
<tr>
<th>Software</th>
<th>None</th>
<th>Working Knowledge</th>
<th>Intermediate</th>
<th>Highly Proficient</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Word</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Microsoft Excel</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Microsoft Publisher</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Microsoft PowerPoint</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Microsoft Outlook</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adobe Photoshop</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adobe Acrobat</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quark</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Datatel</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internet Research</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Other:
EMS Professional (intermediate)

Licenses, Certifications and Other Requirements:
Physical Demands:
Work is often performed in a typical office environment requiring:
- Sitting in a normal seated position for extended periods of time
- Reaching by extending hand(s) or arm(s) in any direction
- Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
- Communication skills using the spoken word
- Vision sufficient to see within normal parameters
- Hearing sufficient to hear within normal range
- No or very limited physical effort
- No or very limited exposure to physical risk

While performing the duties of Course and Registration Specialist, occasionally the employee is required to lift and/or move up to 10 pounds.

Physical Demands (continued):
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

Additional Requirements for the Job:
- None required

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.