Saint Michael's College
Job Description

Job Title: Administrative Assistant for MATESOL Programs

Department: Academic Affairs

Supervisor or Manager: Director, MATESOL Program

Date Created: 7/15/2005 Last Revised: 6/16/2014 FLSA Status: NE

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:
• Program operations and logistics are coordinated with the Program Director
• Admission procedures and policies for the TESOL programs are administered
• Effective and accurate administrative assistance is provided to the Director, faculty and students
• Prospective and enrolled students of the program have a reliable, accessible contact person

Essential Duties and Responsibilities:
• Serves as the program liaison between faculty, students, college departments and the public
• Manages admission process:
  • establishes and maintains communication with applicants throughout;
  • retrieves and receives application documents, and assembles them for review by the Admissions Committee;
  • monitors and updates status of application;
  • generates decision letters for Director and assigns advisors;
  • provides documentation to Registrar’s Office and Graduate Education departments
• Responds to and records inquiries from multiple sources, and mails program information to prospects as requested
• Designs, organizes and maintains departmental, program and students’ files and records (for example: rosters for different student cohorts and individual advising files)
• Handles and prepares correspondences and documents relating to program requirements: candidacy, capstone completion, intent to graduate and program completion certificates
• Collects and distributes program information: capstone papers, course syllabi, evaluations, surveys
• Assists Director with producing each new semester’s course schedule, and communicating it to the Registrar’s Office
• Assists Director with registration screening; tracks enrollment for upcoming semesters
• Assists Director with updates to the MATESOL and Diploma Program web pages, and publication of other promotional materials
• Assists Director and summer on-site Diploma Program Coordinator with logistics for the Diploma Program including admissions, pre-session promotion, planning, and programatics
• Assists Director to plan and coordinate orientation and closing receptions for the MATESOL and Diploma programs
• Assists Director with organizing student related events such as webinars and social gathering
• Assists Director with revisions to the Graduate Catalog
• Creates informational announcements for internal and external distribution to faculty, graduate students and alumni
• Attends College administrative meetings as required

Secondary Responsibilities:
• Provides administrative assistance to Applied Linguistics staff and faculty as needed
• Provides back-up administrative assistance to English Language Program (ELP)

Positions Supervised:
• none
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**Major Contacts:**  
- MATESOL Program Director  
- Applied Linguistics Department  
- Graduate students  
- International Admissions  
- Faculty  
- Administrators  
- Prospective Students  
- Registrar’s Office  
- Graduate Education  
- Special Events  
- Marketing  
- LLRC  
- IT  
- Health Services  
- Library  
- Student Life  
- Safety and Security  
- Student Accounts  
- Cashier  
- Printing and Mailing Services  
- Campus Store

**Demonstrates Excellence:**  
- Ensures effective processing and delivery of all admission applications  
- Responds to all inquiries quickly, courteously and correctly  
- Accurately maintains student records, forms and registrations

**Education and Work Experience:**  
- High school diploma plus some post-secondary education, work experience, or specialized training

**Analytic Skills:**  
- 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:**  
- 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. Has the demonstrated ability to prepare or revise written reports or other documents.

**Computer/Technology Skills:**

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<thead>
<tr>
<th>Software</th>
<th>Level of Proficiency</th>
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<tbody>
<tr>
<td>Microsoft Word</td>
<td>None</td>
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<tr>
<td>Microsoft Excel</td>
<td>None</td>
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<tr>
<td>Microsoft Publisher</td>
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<tr>
<td>Microsoft PowerPoint</td>
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<td>Microsoft Outlook</td>
<td>None</td>
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<tr>
<td>Adobe Photoshop</td>
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<td>Adobe Acrobat</td>
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<td>Quark</td>
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<td>Datatel</td>
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<tr>
<td>Internet Research</td>
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<td>Site Core (Website)</td>
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<tr>
<td>CollegeNet</td>
<td>None</td>
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<tr>
<td>ImageNow</td>
<td>None</td>
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_X_ = intermediate  
None = highly proficient
Licenses, Certifications and Other Requirements:
• None required

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 Administrative Assistant for MATESOL, the employee is occasionally required to lift and/or move 10-25 pounds.

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:
• Effective Interpersonal skills for representing the College to the public, and for cross-cultural communication with matriculated international students.

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.