JOB DESCRIPTION

Position: Program Assistant

Reports to: Associate Dean For First Year Students

Department: Academic Affairs

FLSA Status: Non-Exempt

Scope: Primary responsibilities to the Associate Dean for First Year Students supporting the Associate Dean and the First Year Program.

Basic Responsibilities:

1. Provides direct support to the Associate Dean for FYS to enhance student academic success
2. Assists with collecting student data and generating student reports for the Associate Dean for FYS
3. Acts as the main receptionist for the First Stop Office

Specific Responsibilities:

1. Provides direct support to the Associate Dean for First Year Students to enhance student academic success.
   a. Provides general support of the “First Year Program” including orientation, peer mentor program, first year seminar program and all other aspects of the comprehensive First Year Program.
   b. Schedules meetings and appointments for the Associate Dean for FYS.
   c. Provides support in outreach to first-year students as requested by the Associate Dean for FYS or other referrals (staff, faculty)
   d. Creates academic folders (electronically in Image Now) for first-year students, new transfer students, and special status students, and maintains accurate files for students who meet with the Associate Dean for FYS.
   e. Provides support to the Peer Mentor program, preparing training manuals, scheduling interviews, and collecting student paperwork.
   f. Provides support for the Alpha Lambda Delta Honor Society, and tracks the budget for the chapter at McDaniel College.
   g. Prepares materials for CTY (Center for Talented Youth) scholarship awardees and any special status students.
   h. Supervises the First Stop student worker throughout Fall and Spring semesters.
   i. Assists when needed and as time permits with other duties of the office.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of supervisors to assign, direct, and control the work of employees under their supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.
2. Assists with student data collection and generates student letters and reports for the Associate Dean for FYS.
   a. Creates and maintains a database for all relevant first-year program activities as students enter the college as new students (e.g., New student deposit/transition process, Peer Mentoring and Orientation), which includes organization of information in coordination with the Admissions Office and other administrative offices.
   b. Develops data reports at the request of the Associate Dean for FYS (withdrawal reports, etc.)
   c. Assists with all communication (new student communications, emails, phone calls, etc.) with new students and maintains electronic data and files.
   d. Coordinates with Admissions, Student Engagement, Residence Life, SASS and other departments and programs to assist first-year students in their transition to McDaniel College.
   e. Compiles, maintains, and distributes new student lists and data to the appropriate departments and offices as requested.

3. Acts as the main receptionist for the First Stop Office
   a. Greets and welcomes faculty and visitors in a friendly and professional manner.
   b. Navigates phone and face-to-face inquiries amicably and efficiently.

Qualifications:

- High school diploma or equivalent required; two years college or business school preferred. Experience may be substituted for college or business school.
- Minimum two years secretarial experience necessary. Previous experience in a higher education/college setting a plus.
- Must be proficient with Microsoft Office and Outlook.
- Good organizational skills essential; must be detail-oriented.
- Strong communication and interpersonal skills are a must in working with all members of the McDaniel community (students, families, faculty and staff).
- Must be flexible and able to perform well under pressure with precise deadlines and attention to detail.
- Understanding of FERPA and confidentiality guidelines required.

Physical Characteristics:

- This position requires sitting for long periods of time, as well as some bending and stooping when working with files. This position does have some limited lifting involved but not more than 10 pounds at a time. Quite a bit of finger/hand dexterity is involved in regards to typing and/or filing. The overall setting of the job is in an area conducive to a normal office environment with minimal exposure to adverse conditions.

________________________________  ____________________
Direct Supervisor                     Date

________________________________  ____________________
Division Vice President              Date

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