

POSITION DESCRIPTION

JOB TITLE: McDONALD COUNTY/ALLIED HEALTH ADMINISTRATIVE ASSISTANT

DEPARTMENT: Allied Health/McDonald County Instructional Center

DIVISION: ACADEMIC AFFAIRS

HOURLY WAGE: \$17.75 COMMENSURATE WITH EXPERIENCE

HOURS PER WEEK: 40

FLSA: NON-EXEMPT

IMMEDIATE SUPERVISOR: MCDONALD COUNTY INSTRUCTIONAL CENTER DIRECTOR

SCHEDULE DETAILS: 12 MONTHS FULL – TIME / CLASSIFIED RANGE 3

DATE OF LATEST REVIEW/REVISIONS: July 10th, 2025

Position Summary

The Administrative Assistant-McDonald County/Allied Health provides administrative support to both the McDonald County Instructional Center and the Allied Health Division, supporting personnel at the McDonald County Instructional Center as well as Allied Health faculty and staff on various campus sites; monitors assigned programs and/or projects at the McDonald County Instructional Center and within the Allied Health Division. Under the general direction of the McDonald County Center Director, this position performs a variety of clerical and recordkeeping duties and performs related work as required.

Essential Job Duties

Administrative Support and Office Management

- Coordinate the daily operations of the McDonald County Instructional Center and provide administrative support for the Allied Health Division.
- Serve as the primary point of contact for incoming calls and visitors; respond to inquiries, direct requests, and relay accurate messages.
- Organize and maintain office filing systems, records, correspondence, contracts, and other documentation.
- Prepare reports, invoices, receipts, student packets, and other required documentation.
- Reconcile the Center's budget monthly and process daily deposits; reconcile financial statements and process pay requests electronically.
- Act as purchasing agent for the Center; procure office, instructional, maintenance, and vending supplies in a cost-effective manner.
- Assist Instructional Center and Divisional personnel with communications, correspondence, and mailings.
- Perform other duties as assigned by the Instructional Center Director or designated staff.

Data Management and Systems

- Create and maintain databases and spreadsheets to support administrative and academic functions.
- Enter course schedules into the JZ database and submit TSA data in Jenzabar.
- Maintain an organized inventory of current forms, program guides, and student support materials.
- Support Student Services staff with data entry and student services-related tasks.

Academic and Program Support

- Track and maintain course-related student records, documentation, and application materials.
- Prepare ID badges, certificates, wallet cards, and student enrollment schedules.

- Process and track Cooperative Agreements for clinical rotations; maintain Clinical Supervisor and facility contact lists.
- Submit DHSS Certifying and Training Agency forms as directed; order CPR cards through AHA.
- Schedule use of classrooms, community spaces, and fleet vehicles; coordinate related logistics.

Testing and Student Services

- Assist with student enrollment and payment processes; issue student IDs.
- Administer and support placement/assessment tests, online testing, make-up exams, and accommodations through the Student Accessibility Office.
- Assist with both Crowder and external testing services.

Meetings and Events

- Schedule, plan, and support events such as open houses, workshops, and advisory council meetings, including room setup, catering, and logistics.
- Prepare and distribute agendas, meeting minutes, and invitations for Advisory, Departmental, and BILT meetings.

Facilities and Technology Coordination

- Monitor building access in absence of security personnel; report maintenance needs and ensure facility safety and functionality.
- Report technology issues to the IT department; provide basic tech support to students and staff.

Required Knowledge, Skills & Abilities

- Minimum of high school diploma or GED.
- Well-developed writing, spelling, grammar, and proofreading skills.
- Knowledge of general office procedures and office filing systems.
- Ability to handle confidential material judiciously and maintain confidentiality of records and correspondence.
- Ability to work independently with minimal supervision, ability to plan, implement and coordinate assigned responsibilities effectively, and ability to work as part of a team.
- Must be organized, detail oriented, and have the ability to concentrate on assigned tasks.
- Excellent computer skills including Excel and Word.
- Ability to communicate effectively with individuals and groups, both verbally and in writing.
- Ability to establish and maintain effective professional conduct and productive working relationships within a diverse and multicultural environment, with students, employees, and community contacts.
- Ability to work cooperatively with others and maintain effective customer service towards all persons contacted during the course of job performance.
- Ability to key in documents or data efficiently and accurately, perform multiple tasks and meet deadlines, manage time and priorities, and handle frequent interruptions.
- Ability to become knowledgeable regarding select policies, regulations and legal requirements.
- Ability to handle basic mathematical calculations.

Preferred Knowledge Skills & Abilities

- One (1) year of full-time related work experience in an office setting sufficient to demonstrate intermediate competencies in customer service, PC based office software, word processing skills, and effective handling of confidential materials.
- Excellent organizational, interpersonal, and oral and written communication skills.
- Excellent customer service skills
- Basic photography skills

Information Technology Abilities

- Ability to operate a personal computer within the Crowder College Network environment using the currently available Microsoft Windows operating system. (i.e. Word, Excel, Outlook email and calendar, Publisher, PowerPoint). Knowledge of CANVAS a plus.
- Ability to operate standard office equipment, including but not limited to, laptop and computers, software, copiers, scanner, internal phone systems.
- Keyboard proficiency.
- Ability to perform basic database functions.
- Ability to use other computer programs as needed.

Positions Supervised

- None

Working Environment:

- Work is performed primarily in an office environment, with minimal exposure to temperature changes, noise, dust or chemicals, and may involve frequent interruptions and distractions.
- May require extended periods of time viewing computer monitor or standing.
- Normal college working hours but adjustment of hours involving evening and/or weekend work may be required from time to time.
- A neat appearance and appropriate business apparel are required.
- The conditions herein 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 disabilities to perform the essential functions.

Physical:

- Will involve indoor and outdoor mobility within the campus.
- Input, access and distribute information using computers.
- Generally sedentary work involving sitting most of the time but will involve mobility within the office and the various sites.
- Ability to concentrate on assigned tasks and pay close attention to detail.
- May require lifting up to 20 pounds, and moving materials from one place to another.
- While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to handle or feel; reach with hands and arms; stoop, kneel, or crouch; and talk or hear. Specific vision abilities required by this job include close vision.
- The conditions herein 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 disabilities to perform the essential functions.

Creative and Analytical Skills

- Ability to apply critical and analytical skills to successfully perform job responsibilities and carry out instructions furnished in written, oral or diagram form.
- Ability to devise or modify methods or processes to solve specific problems.
- Ability to effectively explain regulations, rules, and procedures.

Language/Communication Skills

- Ability to communicate effectively with a variety of people, including faculty/staff, students and the general public in both written and oral mediums.
- Effective telephone communication skills, including the ability to provide information verbally and with a friendly demeanor.
- Ability to understand oral or written instructions and to ask appropriate questions for clarification.
- Ability to write reports and business correspondence.
- Ability to effectively present information and respond to questions.

***CROWDER COLLEGE RESERVES THE RIGHT TO MODIFY, INTERPRET, OR APPLY THIS POSITION DESCRIPTION IN ANY WAY THE INSTITUTION DESIRES. THIS POSITION DESCRIPTION IN NO WAY IMPLIES THAT THESE ARE THE ONLY DUTIES, INCLUDING ESSENTIAL JOB DUTIES, TO BE PERFORMED BY THE EMPLOYEE OCCUPYING THIS POSITION. *THIS POSITION DESCRIPTION IS NOT AN EMPLOYMENT CONTRACT, IMPLIED OR OTHERWISE. THE EMPLOYMENT RELATIONSHIP REMAINS "AT-WILL."* THE AFOREMENTIONED JOB REQUIREMENTS ARE SUBJECT TO CHANGE TO REASONABLY ACCOMMODATE QUALIFIED INDIVIDUALS WITH A DISABILITY.