Department: Workforce Development

Job Status: Full-time

FLSA Status: Non-exempt

Reports To: Director of ITTC

Grade/Level: Professional

Amount of Travel Required: As needed

Work Schedule: Positions Supervised: None

Monday – Thursday 8:00 – 6:00
Friday 8:00 – 12:00
Or as assigned by supervisor

GENERAL STATEMENT OF DUTIES:

The Advising Assistant advises students and assists them in making informed educational and career choices. He/she works with students to develop skills which will be necessary to seek, obtain, maintain, and change jobs within the workforce. He/she also works cooperatively with college faculty, community agencies, local educational institutions, and local manufacturers. Major responsibilities include working with other student/outreach services staff and faculty to assist students; coordinating registration, placement, orientation, academic advisement, degree planning, and personal counseling of students; and performing other duties to ensure the students’ success.

The Advising Assistant will further work to assist the Director to achieve the goals and objectives of the Industrial Technology Training Center (ITTC) by performing a variety of difficult and complex administrative duties requiring detail and accuracy. He/she has major responsibilities in meeting the goals and objectives of the ITTC in the areas of student services, course programming, student registration and management, and general office supervision. He/she will maintain accurate records and confidential data of all ITTC students and courses. This is a highly visible and responsible position in a major program of the college.

MAJOR RESPONSIBILITIES:

Student Services:

• Communicates with prospective students regarding course and training opportunities available through the RTA over the phone, by email, and in person;
• Communicates with prospective and returning students concerning procedures involved in registering courses in the RTA and NTCC over the phone, by email, and in person;
• Advises prospective and returning students in planning short-term and long-term career goals consistent with their abilities and interests;
• Advises prospective and returning students about courses and training opportunities available through the RTA that are consistent with the students’ short-term and long-term career goals;
• Provides students with admission and registration requirements for the RTA, NTCC, and transfer institutions;
• Provides students with certificate/degree plans that meet their short-term and long-term educational and career goals and assists them in developing their educational schedule;
• Provides academic and personal guidance/advising and referral services to students;
• Assists in the coordination and implementation of orientation activities;
• Processes registrations, enters data into the college’s computer system, and gathers all necessary data for state, coordinating board, or other official reporting purposes;
• Processes transcripts and certificates;
• Works with the RTA faculty and Director to provide timely feedback to students about their academic progress and, if necessary, to refer students for skills assistance, counseling, and/or career guidance; and
• Maintains office hours for both individual and walk-in advisement;

General Office Management:
• Provides primary administrative support to the RTA, including preparation of major reports, correspondence, proposals, purchase requests and orders, and travel vouchers; schedules appointments and meetings; greets visitors; and sorts/distributes mail;
• Assists in the organization and maintenance of a complex filing system;
• Provides course management assistance in all areas – including monitoring enrollments, contacting teachers and students, preparing class roll/evaluation packets, preparing course material of all kinds (e.g. syllabi, tests, handouts), assisting with classroom set-up, and maintaining evaluations. Includes some evening and weekend work.
• Assists in the preparation of brochures, news releases, ads, public service announcements, bulk mailings, and the maintenance of the college website to promote classes;
• Coordinates schedules with other RTA personnel to ensure that the Academy is staffed during regular office hours;
• Keeps accurate records of expenditures and reconciles monthly expense records;
• Prepares payroll vouchers for all instructors;
• Assists the Director and other RTA professionals in carrying out activities that support the mission of the RTA and the college;
• Serves on committees as assigned by the RTA Director or Dean of Business, Technology, and Continuing Education; and
• Performs other tasks as assigned by the RTA Director.

POSITION CHARACTERISTICS:
This position requires a knowledge and commitment to the mission and philosophy of the Industrial Technology Training Center (ITTC) and Northeast Texas Community College. It requires a working knowledge of advising and retention strategies. It, also, requires an ability to collaborate with community, business, and institutional partners to provide relevant information, to advise, and to retain students.

This position, also, requires a person who is committed to high-level customer service, demonstrates enthusiasm for teamwork, has strong human relations skills, and project management abilities. He/she should be proficient in English usage and basic accounting.

MINIMUM QUALIFICATIONS:
• Strong communication skills, both verbal and written are required. A bilingual person is preferred;
• Strong organizational and problem-solving skills are required;
• The ability to maintain and foster positive relationships with state and local agencies, community and business leaders, and local educational institutions is required;
• The ability to coordinate responsibilities with those of other college and enrollment professionals is required;
• A working knowledge of a student information system and knowledge of microcomputer software applications is preferred; and
• A knowledge of office management and secretarial procedures is required;

**Education and Experience:**
• A high school diploma is required and an Associate degree is preferred.
• Technical training in office management, secretarial skills, and computer applications is preferred.
• Experience in academic/career advising is preferred.

**Signatures:**

__________________________________________________________________________
Advising Assistant

__________________________________________________________________________
Director of ITTC

__________________________________________________________________________
Dean for Workforce Development

__________________________________________________________________________
Ex. Vice President for Instruction

__________________________________________________________________________
President