NORTHEAST TEXAS COMMUNITY COLLEGE
JOB DESCRIPTION

Secretary for Institutional Effectiveness

Department: Institutional Effectiveness  
Job Status: Part-time

FLSA Status: Non-exempt  
Reports To: Director of Institutional Effectiveness

Grade/Level: Classified  
Amount of Travel Required: As needed

Work Schedule: As assigned by the supervisor  
Positions Supervised: None

GENERAL STATEMENT OF DUTIES:

Under the supervision of the Administrative Secretary to the Vice President for Instruction & Student Development, the Secretary for Institutional Effectiveness and Workforce Education provides clerical assistance to the offices of Institutional Effectiveness, Workforce Education, and Instruction & Student Development. This position performs a variety of functions, including answering the telephone, computer applications (word processing, spreadsheet, and database), taking minutes at meetings and preparing written minutes, and organizing and maintaining files.

MAJOR RESPONSIBILITIES:

- Compose and/or proofread documents and prepares correspondence such as letters, memos, purchase orders, travel requests, and minutes of meetings using appropriate formats.
- Answer the telephone in a pleasant manner, providing accurate and thorough information. Take accurate and thorough messages when necessary.
- Assist visitors, staff, and students by answering questions, providing directions, etc.
- Maintain the integrity/confidentiality of sensitive documents and information.
- Set up and maintain files in an organized manner. Update files as needed.
- Arrange for photocopying and printing.
- Maintain supplies for Institutional Effectiveness and Workforce Education.
- Perform Word Processing.
- Prepare tables and charts using spreadsheet and database application software.
- Take minutes at meetings and prepare written minutes.
- Assist with the preparation of reports and research projects.
- Assist with travel arrangements.
- Make appointments.
- Keep a calendar of events such as meetings, deadlines, etc.
- Assist with special mailings.
- Assist in the annual process of student evaluation of instructional programs.
- Gather and maintain information on grant organization using a variety of print and electronic sources.
MINIMUM QUALIFICATIONS:

- Knowledge and skills in basic computer applications, including Microsoft Word, Excel, Access, and the Internet.
- Knowledge of office procedures and basic secretarial/clerical skills.
- Excellent verbal and interpersonal skills. Understands and utilizes correct usage of English grammar, spelling, punctuation, and vocabulary.
- Professionalism, tact, and diplomacy in personal and telephone reception duties.
- Excellent organizational skills; ability to prioritize tasks and handle multiple requests.
- Ability to set up and maintain filing systems.
- Works well with faculty, staff, students, and general public.
- Follows directions – verbal and written.
- Aware of college policies and procedures.
- Ability to operate basic office equipment (computer, FAX machine, copy machine, 10-key calculator, Scantron machine).

Physical and Mental Requirements:

**Physical:** Frequent sitting, standing, reaching, walking, carrying, bending, frequent near vision use, strong hearing use, and occasional lifting. This position is an inside office position with minimal safety/health hazard potential.

**Mental:** Ability to prioritize and perform multiple tasks; ability to work under tight deadlines and to cope with stress. Understand and practice basic concepts of confidentiality and privacy. Communicate appropriately with a variety of persons daily.

Education and Experience:

- High School diploma or GED required.
- Two years’ experience in a secretarial or clerical position required OR two years’ work experience with the public and educational training in the clerical field.
- Prefer some college credit.

Signatures:

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Secretary for Institutional Effectiveness  Date

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Director of Institutional Effectiveness  Date

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President  Date