



Job Vacancy Announcement

## Program Assistant 2

**POSITION TITLE:** Program Assistant 2

**JVA #:** 2022-16

**DEPARTMENT:** Office of Registrar

**POSITION SUMMARY:** Reporting to Registrar, the **Program Assistant 2** is responsible for performing a variety of administrative duties that contribute to the efficient and effective operation of the Registrar's Office. In addition, this position provides administrative support to the Registrar.

**POSITION CLASSIFICATION/COMPENSATION:** This position is Nonclassified, Full-time (1.0 FTE), carries a Non-Exempt status under the Fair Labor Standards Act, and serves at the will and pleasure of the President. Actual compensation will be commensurate with specific qualifications and experience related to the position. Position is dependent upon available funding.

### **CORE RESPONSIBILITIES:**

- Support the programmatic operations of the Registrar Office by responding to a variety of student and other customer requests and working the Registrar Office front counter. Perform duties to support the Office of the Registrar, to include but not limited to: typing, filing, ordering supplies, making travel arrangements for the staff in the Registrar's Office and reconciling all travel expense reports, picking up/delivering mail and responding to mail as may be appropriate, making deposits, taking staff minutes timely and accurately, processing student on-line drop requests, creating forms used in the Registrar's Office and order printing of the forms, preparing correspondence as assigned, assisting in completing graduation forms, and collection of graduation applications, change of address for students of BSU, maintaining mail log, maintaining office inventory and budget, including ordering supplies for Registrar's Office and reconciling state purchasing P-card accurately and timely. Obtain supervisor's approval as may be appropriate for procedures, such as budget-related tasks. Work one-on-one with students, staff and faculty to answer questions and resolve problems. Assist students, staff and faculty with WEB Self Service (serve as primary contact within the Registrar's Office on all WEB related questions including WEB Self Service)- on-line registration, drop/add, and grade retrieval as well as WEB-CT course related problems.
- Process student attendance reports submitted by faculty. Process change statuses in the computer, generate letters from Banner, mail letters, mail letters of notification to students, and maintain related files as well as reinstate students in classes when notified by the faculty to do so, exercising attention to detail and timeliness.
- Process all student transcript requests promptly and accurately, including requests via fax, mail or in office. Take payment received via mail to business office. Print transcripts and prepare to mail. Responsible for maintaining Bluefield State University academic transcript information

with the National Clearing House by performing data entry. Correct and edit any information that is needed, and respond to relevant correspondence within established timeframes.

- Provide administrative assistance to the Registrar as assigned, including assisting with preparing and entering the course schedule, assisting with correspondence, maintaining the Registrar's calendar and performing other duties assigned, such as participation on University committees and performing special projects. Must be able to occasionally work extended hours as needed.

**MINIMUM REQUIRED QUALIFICATIONS:**

- Associates Degree in Secretarial Science or Computer Science or related field from an accredited institution required.
- At least one year of experience in each of the following areas: recent Clerical/Administrative Office Support Experience; Computer experience including Microsoft Word, Excel, and Outlook; and Customer Service experience.
- Excellent Customer Service skills.
- Ability to operate a variety of computer equipment and software packages to generate and process reports, lists, labels, letters, statistics, forms, and applications.
- Working knowledge of computer programs including, but not limited to Microsoft Word, Excel, and Outlook. BANNER, Query Reporter and Argos experience preferred.
- Must demonstrate good communication skills, oral and written.
- Must possess good organizational skills.
- Familiarity with the functioning and administration of an institution of higher education.
- Ability to quickly learn and adhere to college academic policies.
- Demonstrated attention to detail and accuracy.
- Demonstrated ability to coordinate many different administrative tasks, determine relative importance of each
- Set deadlines and complete projects in a timely manner.
- Ability to maintain professional, courteous, and positive attitude especially during busy and stressful conditions.
- Punctuality- Must come to work on time.
- Ability to work evenings and weekends as may be necessary.
- Must maintain a valid driver's license.
- Ability to maintain confidentiality.

**THE UNIVERSITY:** The mission of Bluefield State University is to provide students an affordable, accessible opportunity for public higher education. A historically black institution, Bluefield State University prepares students for diverse professions, graduate study, informed citizenship, community involvement, and public service in an ever-changing global society. More information about the University is available at [www.bluefieldstate.edu](http://www.bluefieldstate.edu)

**APPLICATION PROCEDURE:** Completed applications are to be submitted in electronic format only to [humanresources@bluefieldstate.edu](mailto:humanresources@bluefieldstate.edu) and must include:

1. Letter of interest specific to the position;
2. A completed BSC Employment Application (form available at <https://bluefieldstate.edu/resources/human-resources/jobs>);
3. Resume/CV;
4. Contact information for at least three professional references; and
5. Transcripts (unofficial transcripts are acceptable for the application process; official transcripts will be required of the selected candidate).

Please **do not** include photographs or any personal information (e.g. D.O.B, place of birth, etc.) on your application or supporting documents.

**DATE POSTED:** August 24, 2022

**CLOSING DATE:** For full consideration, applications must be received by 4:00 pm EST, Friday, **September 9, 2022**. Review of applications will begin immediately. Applications will be accepted until position is filled; however, applications received after the deadline may not receive full consideration.

*Bluefield State University is an HBCU, AA/EOE/ADA employer, committed to the principle that minorities, women, veterans, and individuals with disabilities are encouraged to apply. The university complies with all applicable federal and state laws designed to promote equal educational and employment opportunities. Bluefield State University does not provide H1B visa or employment sponsorship.*