



The Peninsula's Community College

99 Thomas Nelson Drive Hampton, VA 23666 757.825.2998

Announcement of Vacancy

**ADMINISTRATIVE & OFFICE SPECIALIST II
(PROGRAM SUPPORT TECHNICIAN)
BUSINESS DEVELOPMENT & CORPORATE TRAINING**

RESTRICTED

Annual Salary: \$30,000 - \$32,240
Hours Per Week: 40
Hours of Duty: 8:00 AM – 5:00 PM, Monday – Friday, some evening and occasional weekend hours required
Position Number: R0203

DESCRIPTION OF DUTIES: This position serves all walk-in and telephone customers to the Peninsula Workforce Development Center (PWDC). Provides critical program and registration information to customers about all Workforce Development programs classes, Workforce Credentials Grant (WCG), Financial Assistance for Non Credit Training and Industry Credentials (FANTIC) financial assistance and registration in workforce development courses and programs. Provides advising and enrollment services to students. Exercises independent judgment and creative problem solving. Prioritizes multiple tasks and works within deadlines to meets goals. Establishes rapport with external clients and college faculty and staff. Understands higher education policies and procedures. Implements college, state, and federal guidelines. Provides administrative support to office operations, primarily at the Peninsula Workforce Development Center to include preparing class information and classrooms for instructors, accepting applications for facilities usage, assisting with conferences and event coordination, and submitting accurate timely reports to Workforce Development and the college as required. Demonstrates strong communication and articulation skills. Excellent attention to details.

QUALIFICATIONS REQUIRED: Associate's degree or equivalent college course work training and experience. Previous experience serving the general public or students in a business, education or non-profit setting. Proven ability to establish effective relationships with students, higher education staff and community agencies. Strong outreach experience, including campaigns to attract new students from high schools and community partners. Ability to exercise independent judgment and creative problem solving. Ability to prioritize multiple tasks, work within deadlines and meet goals. Ability to establish rapport with external clients and college faculty and staff. Excellent interpersonal and organizational skills. Excellent attention to detail. Effective and accurate verbal and written communication skills. Experience registering students and proficiency using registration database. Ability to compile and submit accurate and timely required reports from database. Proficiency in Microsoft Office Suite to include word processing and spreadsheet skills. Valid driver's license to be used in carrying out responsibilities. Must be able to work

at all campus locations. Background checks will be required of the finalist candidate for the position. Satisfactory reference checks are a condition of employment.

QUALIFICATIONS PREFERRED: Knowledge of and ability to describe workforce development programs available for adult learners. Experience in advising students on course options and pathways. Experience in assisting students in accurately completing their online enrollment material. Knowledge of Workforce Credentials Grant (WCG), Financial Assistance for Noncredit Training and Industry Credentials (FANTIC), and other financial assistance for non-credit. Experience complying with higher education policies and procedures. Ability to adapt and excel in multiple environments. Extensive experience using college registration software or other databases such as WES. Experience in working with Instructors and business to provide requested information. Ability to interpret and comply with guidelines and policies.

Please note: this is a grant-funded restricted position.

APPLICATION PROCESS: Submit an online application for this position by visiting <http://virginiajobs.peopleadmin.com/postings/84599> We will only accept applications through this site. Complete application packages will include: an online application, cover letter, resume, and names of three professional references with current addresses and telephone numbers. Incomplete application packages will not be accepted. Paper copies, fax or e-mail applications will not be accepted. This position is open until filled. There is a 5-day minimum posting requirement.

Thomas Nelson Community College is an Affirmative Action/Equal Opportunity Employer and does not discriminate on the basis of race, color, sex, religion, national origin, marital status, political affiliation, sexual orientation, gender identity or against otherwise qualified persons with disabilities, or other non-merit factors in its programs and activities.