IX. Support Staff Positions

A. Student Administrative Associate (Administrative Associate III)

**Function:** The Student Administrative Associate assists students upon faculty request by performing services as needed to foster student success.

**Scope:**
The Student Administrative Associate shall:
- Assist with generating and updating course schedules in Banner.
- Support preparation of faculty workload reports and class assignment records.
- Assist with creating/organizing database for student clinical placements.
- Record files and enter data.
- Generate reports.
- Support faculty in distance testing procedures.
- Perform receptionist duties as assigned.
- Answer and route telephone calls.
- Work cooperatively with office team.
- Record meeting minutes as assigned.
- Support orientation.
- Support CONHS events.
- Support University commencement activities.
- Perform other duties as assigned.

**Supervision:**
The Student Administrative Associate reports to supervisors as designated by the Dean.

**Education:**
Earned a high school diploma/GED. Additional specialized/technical training or some college coursework in Business, Computers or related area is preferred.

**Experience:**
The Student Administrative Associate should have a minimum of three years related experience for this position.

B. Data Entry Specialist

**Function:** The Data Entry Specialist is responsible for collecting, entering, and retrieving data used to support the academic programs of the CONHS.
Scope:
The Data Entry Specialist shall:

- Compile and provide data from databases for CONHS Departments and CONHS Special Projects. These databases include information stored in TAMUCC BANNER and specialized information systems.
- Retrieve data to support CONHS reporting requirements.
- Design and maintain spreadsheets to support information management associated with special projects.
- Track student compliance with admission requirements and monitor clinical faculty/preceptor assignments.
- Is accountable for the quality of student compliance data.
- Other duties as assigned.

Supervision:
The Data Entry Specialist reports to the Associate Dean of Academic Programs.

Education:
Earned a high school diploma.

Experience:
The Data Entry Specialist should have a minimum of two years’ experience in managing, entering and retrieving information placed into databases.

C. Faculty Administrative Associate (Administrative Associate III)

Function: The Faculty Administrative Associate assists faculty by performing services as needed to foster faculty success.

Scope:
The Faculty Administrative Associate shall:

- Record files and enter data.
- Generate reports.
- Support faculty in their delivery of courses (e.g. HESI orders and Evolve account access).
- Perform receptionist duties as assigned.
- Answer and route telephone calls.
- Prepare travel authorizations and completes travel expense reports to conferences for faculty.
- Prepare documents for Chair and Faculty.
- Order course textbooks.
- Prepare correspondence.
• Maintain calendars and schedules.
• Work cooperatively with office team.
• Record meeting minutes as assigned.
• Support orientation.
• Support CONHS events.
• Support University commencement activities.
• Perform other duties as assigned.

Supervision:
The Faculty Administrative Associate reports to Department Chairs.

Education:
Earned a high school diploma/GED. Additional specialized/technical training or some college coursework in Business, Computers or related area is preferred.

Experience:
The Faculty Administrative Associate should have a minimum of three years related experience for this position.

D. Special Projects Associate

Function: The Special Projects Associate coordinates and plans special projects and events within the college as assigned.

Scope:
The Special Projects Associate shall:

• Support Faculty-of-the-Whole with recording and writing of meeting Minutes.
• Support special projects as needed
  o Faculty/Staff Handbook.
  o Weave assessment.
• Support STTI operations:
  o Induction Ceremonies
  o Adele Bemis Leadership Lecture Series
  o Adele Bemis Donor Fund.
• Other tasks as assigned.

Supervision:
The Special Projects Associate reports to the Executive Associate Dean.

Education:
Earned a high school diploma/GED. Additional specialized/technical training or some college coursework in Business, Computers or related area is preferred.

**Experience:**

The Special Projects Associate should have a minimum of three years related experience for this position.

**E. Educational Technologist**

**Function:**

The Educational Technologist provides support to the College in the development, implementation, and evaluation of distance learning technology and its use in the delivery of quality educational programs.

**Scope:**

The Educational Technologist shall:

- Assist with the administration, training, and technical support related to the University’s learning management system and oversee all aspects including the population of user accounts, course integration, record maintenance and content creation.
- Facilitate communications between internal and external clients via video conferencing software and hardware.
- Provide video streaming services for special events.
- Analyze, troubleshoot, document and resolve technical issues.
- Research new technologies for integration in learning environments. Provide periodic reports on course development and other projects.
- In consultation with the Executive Associate Dean, maintain and update college website.
- Hire and supervise the Computer Science Graduate Assistants.

**Supervision:**

The Educational Technologist reports to the Executive Associate Dean.

**Education:**

Earned a Bachelor’s degree in a relevant field. An Associate Degree combined with appropriate experience can substitute for the Bachelor’s degree.

**Experience:**

The Educational Technologist should have experience in the fields of Distance Education and Information Management Technology including videoconferencing, multimedia, and software packages used for the online learning environment and various learning management systems.

**F. Program Coordinator I P9**

**Function:** The Program Coordinator I P9, under general supervision, coordinates the planning,
development and implementation of assigned projects.

Scope:

The Program Coordinator I P9 shall:

- Respond to inquiries regarding College data.
- Compile program statistics.
- Maintain program databases for program evaluations.
- Monitor workflow and resolves problems relating to procedures and deadlines.
- Perform other duties as assigned.

Supervision:

The Program Coordinator I P9 reports to the Associate Dean of Academic Programs.

Education:

Earned a Bachelor’s degree or equivalent combination of education and experience required. A Master’s degree is preferred.

Experience:

The Program Coordinator I P9 should have a minimum of two years related experience for this position and knowledge of word processing, spreadsheets, database applications, verbal and written communication skills, ability to multitask, and work cooperatively with others.

G. READY Program Coordinator - Program Coordinator I P9:

Function: The READY Program Coordinator I P9, under general supervision, coordinates the planning, development and implementation of assigned program.

Scope:

The READY Program coordinator shall:

- Plan and implements program events such as tutoring, seminars, meetings and workshops.
- May assist in preparation and monitoring of budgets for programs and events.
- Responds to inquiries regarding program offerings.
- Coordinate program communications and marketing.
- Compile program statistics.
• May develop and update training materials and deliver training sessions.
• Maintain program records and databases.
• Plan and implement programs and assist in their evaluation.
• May supervise program staff.
• Perform other duties as assigned.

Supervision:
The READY Program Coordinator I P9 reports to the Executive Associate Dean.

Education:
Earned a Bachelor’s degree or equivalent combination of education and experience required. A Master’s degree is preferred.

Experience:
The READY Program Coordinator I P9 should have a minimum of two years related experience for this position and knowledge of word processing, spreadsheets, database applications, verbal and written communication skills, ability to multitask, and work cooperatively with others.

H. Administrative Associate III

Function: The Administrative Associate assists faculty and students by performing services as needed to foster CONHS success.

Scope:
The Administrative Associate shall:
• Perform receptionist duties.
• Record files and enter data.
• Generate reports.
• Answer and route telephone calls.
• Open, distribute and answer mail.
• Prepare correspondence (i.e. admissions materials).
• Maintain calendars and schedules.
• Work cooperatively with office team.
• Record meeting minutes as assigned.
• Support orientation.
• Support CONHS events.
• Support University commencement activities.
• Perform other duties as assigned.

**Supervision:**
The Administrative Associate reports to supervisors as designated by the Dean.

**Education:**
Earned a high school diploma/GED. Additional specialized/technical training or some college coursework in Business, Computers or related area is preferred.

**Experience:**
The Administrative Associate should have a minimum of three years related experience for this position.

I. **Senior Administrative Associate**

**Function:** The Senior Administrative Associate supports the Dean, the Administrative team, and operations of CONHS.

**Scope:**
The Senior Administrative Associate shall:
• Assist the CONHS in handling office affairs by facilitating the efficient use of time and other resources.
• Prepare correspondence, letters, memoranda and reports.
• Maintain calendars and schedules for administration.
• Maintain MARCOM initiatives for CONHS (i.e. social media).
• Facilitate adjunct hiring and onboarding.
• Maintain records and files.
• Prepare routine reports.
• Prepare travel forms, reservations and registrations.
• Order supplies used in College/department activities and monitor stocking levels.
• Prepare internal support materials.
• Other duties as assigned.

**Supervision:**
The Senior Administrative Associate reports to the Dean.

**Education:**
Earned a Bachelor’s degree. A Master’s preferred.

**Experience:**
The Senior Administrative Associate should have at least four years of related experience.

C. College Operations Coordinator (Administrative Associate IV)

**Function:** The College Operations Coordinator assists faculty and students by performing services as needed to foster CONHS success.

**Scope:**

The College Operations Coordinator shall:

- Generate and update course schedules in Banner.
- Support preparation of faculty workload reports and class assignment records.
- Coordinate and implement solutions to promote efficiency in College operations.
- Onboard of new staff members.
- Create/Organize database for student clinical placements.
- Record files and enter data.
- Generate reports.
- Support faculty in their delivery of courses.
- Prepare travel authorizations and completes travel expense reports to conferences for administration.
- Prepare correspondence.
- Maintain calendars and schedules for administration.
- Work cooperatively with office team.
- Record meeting minutes as assigned.
- Support CONHS and University events.
- Perform other duties as assigned.

**Supervision:**

The College Operations Coordinator reports to supervisors as designated by the Dean.

**Education:**

Earned a high school diploma/GED. Additional specialized/technical training or some college coursework in Business, Computers or related area is preferred.

**Experience:**

The College Operations Coordinator should have a minimum of three years related experience for this position.