



**APPLICATION PROCESS FOR
ADMINISTRATIVE ASSISTANT
(SUBSTANTIVE CHANGE OFFICE)**

Applicants and nominees for the Administrative Assistant for Substantive Change position with the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) should submit a letter of application, a current résumé, and a list of three (3) references to:

Ms. Kisha Berger
Coordinator of Human Resources
SACSCOC
1866 Southern Lane
Decatur, GA 30033-4097
kberger@sacscoc.org

Applications may be submitted via U.S. Mail or electronically, and must be received in the SACSCOC office by **Friday, May 13, 2022, at 4:30 p.m. (ET)**. The Administrative Assistant will need to reside in the Atlanta/suburban area.

Questions regarding the process should be directed to Kisha Berger at kberger@sacscoc.org.

SOUTHERN ASSOCIATION OF COLLEGES AND SCHOOLS
COMMISSION ON COLLEGES

**ADMINISTRATIVE ASSISTANT
(Substantive Change Office)**

GENERAL DESCRIPTION

The Substantive Change Office Administrative Assistant provides administrative support to the Office, performs assigned process management tasks, and serves as assistant to the Director of Substantive Change.

RESPONSIBILITIES

The Administrative Assistant is responsible for ensuring the timely and efficient operation of the office and for supporting the work of the director. Responsibilities encompass office management, general administrative duties, and administrative and clerical tasks. Specific responsibilities include:

Office Administration

- Supports all aspects of the director's work.
- Helps manage the director's meetings and appointments calendar.
- Manages the director's travel arrangements and expense reports and makes travel arrangements for other Substantive Change Office staff.
- Opens and processes daily incoming mail and packages.
- Answers email and telephone inquiries and directs to other staff as warranted.
- Orders and maintains supplies.
- Serves as backup for tasks assigned to other office staff.
- Performs day-to-day administrative and office management tasks as directed.

Information, Process, and Document Management

- Enters and maintains mission-critical information using multiple data and process systems, namely Salesforce, Box.com, and Concur.
- Maintains physical and digital office documents and archives.
- Maintains constant contact during office hours with in-office and remote staff via Microsoft 365 Teams and Outlook.
- Uses and helps maintain established processes and procedures for managing substantive change submissions.

Communication and Events

- Responds to inquiries from institutions and from staff.
- Prepares responses to inquiries, correspondence, reports, memoranda, and other documents into draft and final formats.
- Proofreads documents for grammar, spelling, punctuation, accuracy, clarity, formatting, and adherence to style standards.
- Assists with the planning and delivery of meetings and events such as registration, confirmations, inquiries, catering and hotel arrangements, meeting rooms, etc.

General and Other

- Maintains a working knowledge and understanding of SACSCOC and substantive change processes, procedures, and policies.
- Serves, as appointed, on SACSCOC committees or workgroups.
- Works on special projects as assigned.
- Additional responsibilities and duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

- Experience and expertise in efficient office practices and management.
- Commitment to precise, high quality work.
- Ability to work on issues or tasks to completion or resolution.
- Ability to prioritize and manage shifting priorities.
- Ability to work against inflexible deadlines.
- Strict adherence to established processes, procedures, deadlines, and standards.
- Correct and precise English language usage, spelling, punctuation, and style.
- Knowledge and experience with Salesforce or other relational databases and/or customer relationship management systems.
- Proficiency in Microsoft 365, especially Teams, Outlook, Word, and Excel.
- Commitment to continuous improvement.
- Willingness to learn and assume new responsibilities as needed.
- Ability to work with minimal supervision and direction.

MINIMUM EDUCATION AND EXPERIENCE

- A high school diploma from an accredited school.
- At least three years of progressive administrative support or office management experience.
- Job-relevant post-secondary training may be substituted for the desired experience.

FLSA Status: Non-exempt

Terms of Employment: Full-time

Updated: April 29, 2022