JOB POSTING
OFFICE OF HUMAN RESOURCES
October 7, 2021

POSITION: Alumni & Continuing Education Administrative Assistant

DEPARTMENT: Continuing Education & Institutional Advancement

DIVISION: Institutional Advancement

HOURS: Full-Time, 35 hours per week, Monday-Friday, 8:30 a.m. to 4:30 p.m.
(Occasional Weekend and Evening Hours)

LOCATION: Seneca Falls Campus

GENERAL DESCRIPTION: Provide support to outreach, engagement, and customer service for Northeast College of Health Sciences alumni and patrons of the Frank J. Nicchi School of Continuing Education (CE). Maintain an accurate alumni database for the development and implementation of activities designed to keep Northeast graduates informed and involved in the mission of the college. Provide seminar administration and customer service for continuing education seminars. May involve occasional weekends and evening hours.

SPECIFIC DUTIES AND RESPONSIBILITIES:

- Serve as registrar for sponsored weekday and weekend seminars.
- Serve as customer service representative using telephone, email, and fax.
- Assist in training departmental staff and work-study.
- Provide guidance to doctors in selecting continuing education programs to meet their licensure requirements, and Alumni looking to connect with students / colleagues.
- Assist doctors in the registration and payment process for sponsored programs in the various delivery systems, to include classroom, webinar, and online courses.
- Assist in ensuring the accuracy of alumni records in the college’s database to maintain contact with alumni and publicize alumni activities.
- Assist with on-campus course coordination, events, and exhibitors for the annual Alumni Weekend.
- Set up sponsored programs on the applicable platform.
- Set up course links for programs including APIs and lecture notes.
- Host/moderate sponsored webinar programs.
- Coordinate and train the instructors of sponsored programs so they have a full understanding of the course delivery format.
- Assist in aspects of CE account management.
- Assist in annual review of state boards’ rules and regulations governing continuing education, to ensure Postgrad department compliance.
• Interact with contacts at the state licensing boards, certifying organizations, and co-sponsor organizations.
• Manage program files for sponsored courses and/or co-sponsored accounts.
• Assist with updating Website, Database, and Portal information, such as directories, student/Alumni accounts, and course approvals. Assist in developing and distributing departmental marketing materials.
• Other tasks as assigned.

METHODS OF ACCOUNTABILITY:

• Performance evaluations by the Associate Program Director of Continuing Education & Alumni Services Coordinator.

MENTAL AND PHYSICAL REQUIREMENTS:

• Excellent written, oral, and communication skills.
• Strong customer service skills with a professional demeanor.
• Ability to take initiative and make decisions in a fast-paced work environment.
• Ability to ask questions and seek clarification and input as needed.
• Attention to detail and accuracy with excellent organizational skills.
• Ability to interact collegially with all college departments, department members, and health center staff.
• Ability to interact professionally with seminar attendees, prospective attendees, postgraduate faculty, state boards, and co-sponsor organizations.
• Ability to evaluate and prioritize workload.

QUALIFICATIONS:

• High school diploma or equivalent required.
• Data management and information technology knowledge preferred.
• Background of one to three years in office management and customer service preferred.
• Prior office experience required.
• Excellent computer skills required.
• Working knowledge in Microsoft Office Suite and navigation of the internet and websites.

If you are interested in applying for this position; please submit a cover letter of interest, resume and contact information for three professional references to: the Office of Human Resources, 2360 State Route 89, Seneca Falls, NY  13148, or e-mail your response to: humanresources@northeastcollege.edu

* Employment is subject to the favorable result of a background investigation and where applicable, confirmation of appropriate degrees and credentialing.

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