

**MINNESOTA STATE COLLEGES AND UNIVERSITIES
NORTHLAND COMMUNITY & TECHNICAL COLLEGE**

Employee Name: VACANT	Position Control Number: 01126194
Department/Division: Academics	Classification Title: Office & Administrative Specialist Sr.
Prepared By: Stacey Hron	Working Title: Administrative Specialist
<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt: <input type="checkbox"/> Executive <input type="checkbox"/> Professional <input type="checkbox"/> Administrative <input type="checkbox"/> Unlimited <input type="checkbox"/> Seasonal <input type="checkbox"/> Temporary <input type="checkbox"/> Limited	<i>If Exempt, attach required documentation</i> If seasonal, list months during the season worked
<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intermittent Percent if not full-time	Date Prepared: 2/10/2026

This position description accurately reflects my current job.		This position description reflects the employee's current job.	
Employee Signature	Date	Supervisor Signature	Date

POSITION PURPOSE

This position provides comprehensive customer service and administrative support at the East Grand Forks campus. Reporting directly to the Dean of Liberal Arts & Pathways, the role provides a broad range of complex administrative and project support services that impact the college as a whole.

This position supports East Grand Forks faculty, staff, and administration by managing tasks related to purchasing, travel arrangements, expense reimbursements and student travel, ensuring efficient and accurate administrative operations.

RESPONSIBILITIES AND RESULTS

- Provides Northland employees with information, assistance, and services. Issues are often complicated, varied and at times controversial. Final answers and resolutions of problems frequently require research, discussions with the Dean of Liberal Arts & Pathways, and applying judgment when solutions are not immediately available within established procedures and guidelines.
 - Provide comprehensive administrative support to promote successful and efficient operations.
 - Support the Dean of Liberal Arts & Pathways by acting to address complex and varied tasks, produce detailed and accurate responses to inquiries, gather data, conduct research, draft memos/reports, correspondence, agendas, meeting minutes and announcements for a broad set of initiatives.
 - Establish work priorities, timelines, and manage key issues for the college.
 - Initiate solutions to resolve concerns communicated by employees, students, and/or the general public which do not require the attention of the Dean of Liberal Arts & Pathways.
 - Develop procedures and processes to ensure efficiency and effectiveness by evaluating needs and existing systems and making/recommending modifications and improvements.
 - Prepare contracts, requisitions, purchase orders, invoices, expense reports, and other documents and maintain accurate records to ensure prompt and timely payments.
 - Facilitate appointments, meetings, conferences, conference calls, and other event/activity

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arrangements, schedule, coordinate and maintain appointments on Vice President calendar.

- Coordinate, plan, and arrange special events.

Priority: Essential Percent of Time: 50%

2. Develops, implements, and maintains forms and work systems to resolve existing problems related to purchasing, travel, expense reimbursements and student travel.
 - Provide college-wide procurement creation and maintain requisition requests and assist with expense report submissions.
 - Assist Buyer with purchasing GroupLink ticket requests.
 - Provide support for faculty and staff with purchase orders and credit card purchases. This includes, but is not limited to, purchases such as subscriptions, office supplies, classroom supplies, travel arrangements, etc.
 - Assist Faculty in creating and submitting expense reports for purchasing cards or expense reimbursements
 - Support student club advisors and coaches with planning and processing student travel.

Priority: Essential Percent of Time: 50%

3. Perform other duties as assigned to ensure the smooth functioning of the department and maintain the reputation of the organization as a viable business partner.

Priority: Secondary Percent:

Priority: Essential=if responsibility is reason job exists, is a highly specialized task or one that requires special education or training licensure, requires a great % of time, has a high level of accountability (consequences are considerable to others or the institution if failure to perform), the responsibility is essential; *Secondary*=if not essential, then responsibility is secondary; **Discretion (optional)**: A=Employee investigates situations, makes decisions, takes appropriate action reports by exception and through normal review processes; B=...reports to supervisor immediately after action is taken; C=...makes decisions with supervisor....reports to supervisor immediately after action is taken; D=Employee discusses situations with supervisor before investigation, makes decisions with supervisor, takes appropriate action, and reports to supervisor immediately after action is taken.

KNOWLEDGES, SKILLS, AND ABILITIES

Minimum Qualifications

Knowledge:

- Knowledge of English (reading, writing, and speaking) sufficient to perform the job duties described in the position description in order to effectively communicate with both internal and external clientele on the phone and in person.
- Knowledge of current data entry procedures and the ability to input data quickly and accurately.
- Knowledge of mathematics sufficient to maintain complete and accurate financial records and reconcile accounts.
- Knowledge of mathematics sufficient to add, subtract, multiply, and divide whole numbers, fractions, decimals; calculate percentages; and use simple formulas.
- Knowledge of equity issues and experience working with diverse populations.

Skills:

- Human relations skills to identify customer needs, meet quality standards for services, and perform

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the duties described above with courtesy, respect, and a positive problem-solving manner to both internal and external clientele.

- Skilled in database management systems sufficient to enter and retrieve data for reports, query reports and perform searches for management reporting.
- Skill in general bookkeeping/budgeting/expense account sufficient to monitor, balance and identify discrepancies.
- Skill in using Microsoft Office Suite tools.
- Skill in using technology to increase office efficiency and effectiveness.
- Skills in conflict resolution and problem solving
- Typing, keyboarding sufficient to perform the daily tasks of the position with speed and accuracy.
- Excellent organizational skills, working well under pressure, prioritizing multiple projects, and meeting deadlines.

Abilities:

- Ability to explain policy and procedure for a wide range of procedural questions to internal and external constituents in a clear, concise manner.
- Ability to maintain confidentiality and handle sensitive matters with the utmost discretion.
- Ability to work independently, solve problems, and resolve dilemmas in a timely manner.
- Requires occasionally lifting such as file boxes or heavier materials with assistance from others and/or lifting and carrying light objects frequently. Even though the weights being lifted may only be a negligible amount, a job in this category may require walking or standing to a significant degree or may involve sitting most of the time with a degree of pushing and pulling of arm and/or leg controls.

Preferred Qualifications

- Experience in utilizing ISRS (Integrated Student Registration System)
- Experience in utilizing Work Day.
- Knowledge of Minnesota State Colleges and Universities (Minnesota State) system and system policies and procedures.
- Associate of Arts/Science degree or certificate program in office and administrative technology or three years of administrative assistant or office manager experience.

RELATIONSHIPS

This Position Reports to: Dean of Liberal Arts & Pathways

Supervises: N/A

Internal and External Clientele and Purpose of Contact: Office of the Chancellor/System Office Personnel, College President, administrators throughout the college, College employees, community, other Higher Education institutions, vendors, contractors, and the general public.

PROBLEM SOLVING:

Decisions require incumbents to apply their knowledge of specialized program guidelines, select relevant data among multiple variables, and research situations that fall outside of existing procedures. When no process or procedures are in place, must research and exercise good judgment to resolve a variety of issues, concerns, and questions. This position serves as a resource for internal constituents in varied areas, providing information,

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assistance, and services. Issues are often complicated, varied and, at times, controversial. This position does encounter several interruptions during the regular work hours. These interruptions come in many forms: telephone, walk-ins, meetings, emergencies, etc. A professional, helpful, knowledgeable, and confidential handling of all issues is extremely important.

FREEDOM TO ACT

Budget: No direct budget authority; however, assists the Dean of Liberal Arts & Pathways oversee budgets throughout the college.

Decision(s) Position Makes and Decision(s) Referred to Higher Authority:

All employees must comply with department and institution procedures and policies, Minnesota State policies and procedures, as well as local, state and federal laws, regulations, guidelines and business and industry standards.

The incumbent has the freedom to act in discharging the responsibilities outlined in this position description. Much of the management of the position is done without directive from the Dean of Liberal Arts & Pathways, and therefore, requires initiative, independent judgment, and flexibility.

This description is intended to indicate the kinds of tasks and level of work difficulty required of the position. It is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar level of difficulty.