

**ADMINISTRATIVE & OFFICE SPECIALIST III, #00447**  
**(Center for Excellence in Teaching and Learning (CETL) Program Support Technician)**

J. Sargeant Reynolds Community College is the third largest community college in Virginia and offers a variety of academic programs and services to the residents of the City of Richmond and five nearby counties. Annually, our three campuses serve approximately 17,500 credit students and provide training for an additional 11,000 students through the Community College Workforce Alliance. During our 44-year history we have educated nearly 340,000 people in the Richmond area and 1 in 4 local working adults has attended Reynolds. Additional information is available at the College's Website: [www.reynolds.edu](http://www.reynolds.edu).

Reynolds is seeking applicants who share in its commitment to students and teamwork. The College supports a culture of life-long learning, celebrating its diversity, and recruiting and retaining star quality employees. It is currently seeking applicants for the position of Administrative & Office Specialist III, Pay Band 3. This position will be assigned to the Center for Excellence in Teaching and Learning (CETL), Parham Road Campus, 1651 E. Parham Road.

**TYPE OF APPOINTMENT:** Full-time classified position with state benefits.

**DUTIES:** The CETL Program Support Technician serves as the primary contact for the center's internal and external customers to the college. The program support technician will utilize a high level of customer service practices and principles to respond to fundamental Learning Management System (LMS) questions and requests for assistance in order to serve the needs of students and faculty. Additionally, the program support technician will serve as the office manager, handle matters of procurement, training logistics and catering needs, maintain calendars and schedules, navigate multiple training databases, provide administrative support for unit projects, and engage in a fast-paced, high demand work environment. The program support technician will develop office guidelines and policies, document processes and procedures in order to ensure consistent application of administrative matters for the CETL unit.

**QUALIFICATIONS REQUIRED:** Considerable knowledge of office practices, procedures and complex programmatic requirements. Considerable knowledge of and demonstrated ability to use applicable computer software programs (Microsoft Word, Excel, Access, PowerPoint, Outlook, flowcharting software, and calendar software). Demonstrated ability to navigate multiple database systems and interpret data. Demonstrated ability to establish office guidelines and policies, and develop processes and procedures for administrative responsibilities. Demonstrated ability to work independently, utilize a high level of organizational practices, and time management skills. Demonstrated ability to manage multiple priorities and make independent administrative decisions in a fast-paced, high demand environment. Demonstrated ability to effectively communicate, orally and in writing, with a diverse and culturally enriched group of faculty, staff, students, and college administrators. The selected candidate must be able to pass the college's pre-employment security screening.

**QUALIFICATIONS PREFERRED:** Post-secondary education in office systems/business preferred. Extensive administrative and/or office manager experience is preferred. Current work experience in an academic environment. Experience in web page management is also preferred.

**PAY BAND RANGE:** \$25,718 - \$66,683

**STARTING SALARY:** Approximate starting salary, \$25,718- \$35,000, based on related full-time experience and pre-employment salary.

**APPLICATION DEADLINE:** Applications will be accepted through March 16, 2018.

**APPLICATION PROCESS:** To apply for this or any other vacant Reynolds position, please visit the Virginia Jobs website <https://virginiajobs.peopleadmin.com>.

**CONTACT INFORMATION:** Emily Duncan, Recruitment Coordinator  
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