



1303 Old Fort Parkway • Murfreesboro, TN 37129
(615) 898-8010 • FAX (615) 893-4194

JOB DESCRIPTION
ACADEMIC & STUDENT SUPPORT ASSOCIATE 3
(Supporting JT&S Program)

General Duties:

The Academic & Student Support Associate 3 reports to the Coordinator of the JT&S program. He/she is responsible for the following work: answering multi-line phone system, answering public's questions concerning JT&S programs and activities, greeting and directing visitors to proper department, preparing documents for JT&S program, and registering JT&S students for classes. He/she is also responsible for registration and tracking of progress for students participating in the online training program as well as preparation of reports and assessments of participation and completion of the courses.

Specific Duties:

The tasks of the Academic & Student Support Associate 3 are:

- Answer phone calls and emails and provide program information and support as necessary.
- Enter JT&S student information system data for approximately 7500 students.
- Prepare, publish, and disseminate JT&S instructors' monthly schedules.
- Prepare all paperwork and communications for JT&S including registering students for on campus and off campus training classes.
- Reconcile training class enrollment fees and submit to TECA.
- Order/maintain supplies for JT&S programs and invoice utilities if applicable.
- Maintain annual leave and sick leave records for JT&S personnel.
- Prepare the Coordinator's and the itinerant instructors' travel reimbursement requests.
- Assist with reservations, billing, and accommodations for JT&S staff, student, and guest speakers requiring overnight stays.
- Enter JT&S student data into SIMS.
- Maintain Excel spreadsheets on an individual student basis.
- Create and maintain ledgers for check requests.
- Compose and prepare communication as directed by Coordinator.
- Maintain training records for the Medic First Aid Training Institution at JT&S, and prepare and track invoicing and billing for instructors, material, and trainees.
- Help to maintain and keep updated the JT&S web page and social media sites.
- Other duties as assigned.

Qualifications: The Academic & Student Support Associate 3 should have graduated from an accredited high school or completed the G.E.D (an education equivalent to an Associate Degree is preferred) and should possess experience equivalent to two years of routine clerical work.

Knowledge and Abilities: The Academic & Student Support Associate 3 should be knowledgeable and proficient in the following areas:

- Accounting
- Typing and 10-Key operation
- Multi-line telephone answering system
- Effective verbal and written communication skills
- Knowledge of Information Management Systems or ability to master such systems
- Internet research capabilities
- Microsoft Word and Microsoft Excel
- Business standards for office documentation

Application Deadline: Screening of applicants will begin immediately and continue until position is filled.

Application Procedure: Interested individuals should submit a cover letter, resume, and TCAT Murfreesboro application to:
Tennessee College of Applied Technology Murfreesboro
1303 Old Fort Parkway
Murfreesboro, TN 37129
Attn: Michael M. Simmons, CSP

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