

# SUPPORT STAFF: AN INTEGRAL PART OF OUR TEAM

SSATB ♦ Phoenix, AZ

# Introduction:



There are many constituents who help us in securing our current and prospective families. Support staff working behind the scene play a major role in our day to day efforts.

## **Definition of Administrative Assistant**

An employee whose task is to assist a supervisor with the day to day affairs of a business or department.

What is your school's definition of support staff?

Administrative Support Staff

Small Offices

# Expectations in a smaller office



- Characteristics of an Administrative Assistant
  - High School or advanced degree
  - Exceptional communication and interpersonal skills
  - Team player
  - Flexible
  - Ability to multi-task, attention to detail, organized
  - Understanding of Admission and Financial Aid process
  - Understands confidentiality
  - Admission and office software proficiency

# Expectations in a smaller office



- ▣ Trustworthy
- ▣ Understands the school culture
- ▣ Member of the Admission Team
- ▣ Attends all Admission retreats
- ▣ Understanding the importance of working with other departments



Administrative Support Staff

Large Offices

# How role has changed...




- Movement from Administrative Assistant to Admission Operations Manager
  - ▣ Used to be answering the phone and mailing out admission packets
  - ▣ Now, oversight of all office functions related to support staff, database, financial aid processing, all mailings and e-communications, event planning on-campus and off-campus.
  - ▣ Ability to see big picture, act proactively and serve as a member of the team and encourage all support staff to speak up and be heard.

# Expectations in a larger office



- Qualities of a strong Admissions Coordinator
  - Strong managerial and organizational skills
  - Ability to multi-task and juggle multiple projects simultaneously.
  - Sense of the admission process
  - Strong sales/phone presence
  - Personable/great communication skills
  - Understands confidentiality
  - Reports out to Director on status of projects, looks ahead
  - Loyal and trusted (someone who can protect DOA)



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- Supervisory/management role of peers day-to-day
    - ▣ Ability to create areas of responsibility (and pride.)
    - ▣ Play to the strengths - Match tasks/responsibilities to natural strengths of employees
  - Membership on the Team
    - ▣ Importance of office retreat and their attendance.
    - ▣ Ability to sell school
    - ▣ Understand challenges admission counselors encounter

# Differences



- Small Offices
  - Work environment
  - Emotion Wellness of team members
  - Resources
  - Formality
  - Chain of command
  - Management styles

# Auxiliary Support Staff



- Dining Services
- Facilities Management
- Security

# Scenarios



- Break out groups

# Contact us!



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