Job Description

Value Statement

"One Brookdale" is a core value in each of our daily work lives. This value will be expressed by everyone being responsible for the priorities and goals of the College without regard to title, band, or department. We will perform together with respect, teamwork, cooperation, integrity, courteousness and professional behavior.

Job Title: Confidential Associate, GACR
Reports To: Executive Director, Governmental & Community Relations
Department: Governmental Affairs & Community Relations
Band: N4
Unit: Non-Represented
Pension Plan: New Jersey Public Employees' Retirement System (PERS)

Position Summary

The Associate provides clerical and/or support duties to the Executive Director of Governmental Affairs and Community Relations including day-to-day office and staff support functions, project planning and support, data research, tracking and management, resource stocking and distribution tracking, processing and organization of department records and reporting and communications outreach and follow-up. The position supports the operations of Governmental Affairs and Community Affairs programs, projects and events.

Job Duties and Responsibilities

25% Use, develop and implement legislative data collection systems and other strategies that optimize statistical efficiency and quality. Acquiring data and information from primary or secondary data sources and maintaining databases and producing update reports. Verify, maintain and update division/department information through the use of electronic media, software programs, and college information systems. (This includes but is not limited to completing legislative reports, developing charts and spreadsheets, converting information to Power Point presentations, utilizing SharePoint, Web Advisor, CRMs, etc., maintaining departmental webpages, navigating/inputting/exporting data in Colleague, and the like).

20% Conduct background research and develop planning infrastructure and processes for projects and meetings. Plan and prepare for internal, external and international meetings, events, and programs. Provide functional support through attendance at meetings, events, and /or programs, as assigned. Provide follow-up as appropriate. Prepare data and resource materials for the Executive Director for Senior Leadership, Advisory Councils and Community Stakeholder meetings and events, requiring confidential skills and abilities.

20% Perform outreach and office support functions including the preparation of program materials, routine letters and emails, editing, proof reading and distribution of reports. Coordinate the GovCom Update, Legislative reports/updates and meeting materials and minutes.

10% Assist with the design, development and review of student or staff related documents to ensure completeness and compliance with GACR and College policies and procedures. Identify and promote internal interaction, collaboration and communication through the exchange of information with students, staff, faculty or other appropriate departments as directed.

15% Demonstrate outstanding constituent and customer service, maintaining a broad knowledge about the College, Governmental Affairs and Community Relations programs, projects and initiatives so as to be able to respond accurately to inquiries, resolving routine problems and questions. Respond to specific and or general inquiries from students, parents, staff or the public regarding general information about GACR and the College, while utilizing sound judgment, discretion and confidentiality. Refer calls and questions of a complex nature, when necessary, to other departments and services across the campus. Provide support to the Executive Director related to legislative work on behalf of the President and other constituency colleges, requiring confidential skills and abilities.

5% Support departmental and program functions and priorities by serving as a liaison between department and appropriate administrators and /or College support services as directed.

5% Perform other duties and responsibilities as assigned.

Minimum Qualifications

Education	Associate's Degree; or an equivalent combination of education and experience from which comparable knowledge and abilities can be acquired.
Experience	Two years of related experience in a hands-on data clerical position of similar responsibility. Experience working with constituent services and/or customer services in the field of governmental affairs, legislative processes and community relations.
Knowledge Abilities/Skills	• Proven ability to work effectively with governmental, community and college constituencies of varying levels, experiences and diverse backgrounds. • Strong professional communications and presentation skills. • Demonstrate time management and calendar-oriented deadline skills. • Reporting and updating skills regarding duties, assignments and projects. • Ability to work independently with follow through on team-driven assignments and projects. • Professional communications and presentation skills. • Ability to respond accurately to inquiries, resolving routine problems and questions in a timely manner. • Ability to understand and employ discretion, strict confidentiality and diplomacy. • Data management, computer literacy skills at an intermediate level with the demonstrated ability to utilize and apply Microsoft Office Outlook, Word, Excel, and PowerPoint as well as specialized software programs and computer applications. • Ability to learn and apply professional office practices, procedures, policies, and regulations that are essential to the position. • Ability to travel locally. • Fluency in a second language desirable.

Supervision Received

Supervisor sets tasks and assignments. The incumbent may have latitude to determine method and priority of completion in consultation with supervisor.

Supervision Exercised

None.

Budget/Revenue Responsibility

None.

Internal/External Contacts

Responds to routine inquiries from students, public officials and community and global stakeholders. Exchange information and respond to requests from other departments as appropriate. May attend selected meetings and special events as directed.

Working Conditions

Working conditions are generally favorable. Weekend and evening work, and flexible hours/schedules may be required.

ADA Statement

Individuals will be required to perform these functions without significant risk of injury to him/herself or others or otherwise demonstrate or explain how they can perform the essential functions listed above with or without reasonable accommodations.

Smoke-Free Workplace

Brookdale Community College is a smoke-free workplace in compliance with the Smoke-Free Workplace Act. Smoking is permitted only in designated areas.

CONTACT: Ed Johnson, Executive Director
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