

**PANOLA COLLEGE
JOB DESCRIPTION**

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| JOB TITLE: | eLearning Secretary | FLSA status: | Non-Exempt |
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| DEPARTMENT: | eLearning | REPORTS TO: | Director of eLearning |
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Position summary: Under direct supervision, the eLearning Secretary assists with daily operations of the Department of eLearning, including clerical and public relations tasks and coordination of ITV instruction. This position reports directly to the Director of eLearning, assisting him/her with other duties as assigned.

Position responsibilities:

- Perform clerical duties, including creation and maintenance of department documents, assembly of materials, and procurement of office supplies and other resources.
- Act as department receptionist.
- Answer telephone for eLearning Department and as backup switchboard operator.
- Maintain and procure supplies for Open Lab, ITV rooms, and copier.
- Troubleshoot department equipment and contact repairmen if needed.
- Assist with budget documentation and submission of purchase orders, travel requisitions, and other documents.
- Coordinate Interactive Television Courses (ITV) through NorthEast Network Consortium (NETnet) system, including scheduling, troubleshooting, and maintaining documentation of ITV classes, as well as acting as liaison between Panola College and the NETnet Consortium.
- Assist in providing telephone and face-to-face support for distance education students as needed.
- Assist students in open lab as needed.
- Assist in grant activities as needed.
- Maintain confidentiality of student and instructor records/information and procedures.
- Perform all other duties as assigned.

Minimum Position Requirements:

- Associate's degree preferred with at least 2 years experience directly related to the duties and responsibilities specified.

Knowledge, Skills, and Abilities Required:

- Strong interpersonal and communication skills.
- Strong technology skills, including knowledge of Microsoft Office Suite and Google tools.
- Ability to adapt quickly to software and technology changes.
- Basic knowledge of technology troubleshooting tasks.
- Ability to work independently.
- Ability to work in a collaborative work environment.
- Ability to keep student and faculty information confidential.
- Ability to work with a diverse student and faculty population in a fast-paced environment.

Physical Demands and Work Environment:

- Work is normally performed in a typical interior/office work environment.
- No or very limited physical effort required; however, the employee must occasionally lift and/or move up to 15 pounds.
- No or very limited exposure to physical risk.