

**Job Descriptions  
Administrative, Office & Clerical**

**Administrative Assistant**

Answer phones/voicemail, file, fax, prepare payment vouchers and other forms, timekeeping, email, prepare correspondence, schedule meetings, and perform electronic calendaring. Must have experience with MS Office Suite, including Excel charts and spreadsheets, Access databases, and PowerPoint presentations.

**Administrative Assistant - Executive**

Answer phones/voicemail, file, fax, prepare payment vouchers and other forms, timekeeping, email, prepare correspondence, schedule meetings, and perform electronic calendaring. Prepare Excel charts and spreadsheets and PowerPoint presentations. Work in Access databases and Visio. Interact with work unit of supervisor and executive staff. Assist in the execution of the unit's programs and in developing and implementing internal and external policy.

**Clerk – Data Entry**

Update, input, edit, retrieve, verify and correct information in data bases. File and retrieve records and documents. Handle mail, fax, phone answering and message taking. Assist in compiling data for reports, tabulate numerical data, use calculator, maintain records and files. Index documents from microfilm reels.

**Clerk - Document Reviewer**

Open and sort mail. Index, file, and retrieve documents. Photocopy, use calculator, look up information, answers phone and take messages. Check documents for accuracy, wrap packages for shipping, requisition office supplies, compile information for reports, and maintain files.

**Clerk – Loans**

Responsible for ensuring proof of claim is filed in a timely manner when customers file for bankruptcy, forwarding of reports and correspondence to law firms, preparing files for transfer, assisting with reconciling records of the law firms to HESAA records, forwarding files to off-site storage.

**Clerk – Mailroom/Facilities**

Perform routine work with delivering, receiving, sorting, distributing and preparing a volume of mail for internal and external mailing; use stamping, sealing, folding and inserting machines; perform basic maintenance/repair on related machines. Lift and move furniture, file cabinets, boxes, paper, etc. Assemble and disassemble furniture. Deliver paper, forms, brochures and other printed materials to various departments and the warehouse. Take boxes to and from the warehouse. Pack boxes. Prepare boxes for shipment.

**Clerk - Typist**

Type technical, financial, statistical and other correspondence and documents, purchase orders, forms, etc. Compose and type simple correspondence. Handle mail, file and retrieve documents, fax, answer phone/voicemails and take messages. Assist in compiling data for reports, tabulate numerical data, use calculator, and maintain records and files.

**Communications Assistant**

Provide administrative assistance. Answer phones/voicemail, file, fax, and email, schedule meetings, perform electronic calendaring, and timekeeping. Prepare payment vouchers and other forms; prepare correspondence, Excel charts and spreadsheets, PowerPoint presentations and graphics.

### **Communications Specialist**

Assist in development, preparation and distribution of press releases, speeches, marketing and promotional brochures and other informational materials. Prepare and update information for the website. Respond to requests for information.

### **Customer Service Representative**

Answer telephone and email inquiries. Requires excellent communication skills to answer questions, explain programs and procedures, and resolve issues related to HESAA's programs and individual customer accounts.

### **Editor**

Manage production of publications and fulfillment operations. Interface with Marketing unit. Responsible for production schedule. Coordinate information for publications and other printed material as well as for the website and training seminars, proofread all material, handle fulfillment of publication requests, maintain database of printed material and clients.

### **Graphics Designer**

Create and design art and copy layouts for publication, brochure, and informational material. Collect information from units; coordinate with Marketing unit. Edit and manipulate templates and documents in MS Word, PowerPoint, Publisher, Excel, and Adobe Creative Suite including Photoshop, Indesign and Illustrator. Operate large capacity printers including changing toner and clearing jams.

### **Human Resources Generalist**

Assist in all aspects of Human Resources. Recruits, interviews, and assists with the hiring of qualified job applicants for open positions. Performs routine tasks required to administer and execute human resources programs including but not limited to payroll; pensions & benefits; leave programs, including sick leave, family leave, and temporary disability; personnel/benefit related programs and procedures; recruitment, training and development; and performance management. Handles employment-related inquiries from applicants, employees, and supervisors. Refers complex and/or sensitive matters to appropriate staff. Update databases and run reports, create spreadsheets and charts.

### **Human Resources Specialist**

Provide administrative support in the areas of personnel records management, confidential correspondence, pension benefits, health benefits, employee timekeeping, and Federal/State compliance related training and support. Answer phones and assist employees. Typing, including preparation of correspondence, organization charts, and presentations and spreadsheets. Electronic calendaring, scheduling of meetings and interviews, and general administrative assistant duties. Handle incoming mail. Assemble statistical and other materials required for reports. Conduct internet research.

### **Legal Assistant/Secretary**

Responsible for compiling, maintaining, and coordinating all contracts and legal correspondence into the Authority. Prepares correspondence generated from Legal. Prepare, review, respond to and refer constituent letters from the Governor's Office and state and federal legislative inquiries. Maintain the

electronic calendar. Schedule meetings; answer the phone; prepare reports, spreadsheets, and PowerPoint presentations; provide administrative support and other related work, varied in nature.

### **Legal Specialist**

Performs legal and policy research; prepares reports and recommendations on the impact of proposed or existing legislation; distributes relevant legal decisions, requests for public records, and other legal communications and information. Ensures that confidential records in Legal are filed and retained and that access is restricted to authorized personnel to prevent loss or use by unauthorized personnel. Drafts and reviews legal documents.

### **Marketing Assistant**

Coordinates and manages calendars and scheduling of events. Engages speakers, coordinates with vendors, prepares and sends materials. Answers phones, responds to requests for information, prepares correspondence, writes reports and prepares spreadsheets.

### **Marketing Specialist**

Promote Authority products and services. Assist in development, preparation, and distribution of promotional brochures and other informational materials. Perform outreach functions to students, families, borrowers, and guidance counselors by providing training as well as informational sessions and materials. Monitor schools' loan volume to identify loan processing problems.

### **Office Manager**

Responsible for overall office activities and related services including mail; purchasing and facilities requests; maintenance of office equipment; directing and coordinating office services; scheduling office meetings; preparing correspondence, spreadsheets, and reports; and assisting internal and external clients.

### **Paralegal**

Research, analyze and interpret State and Federal law, regulations, policies, procedures and legal articles. Prepare legal correspondence and documents. Investigate facts. Administrative tasks such as scheduling appointments; providing information; preparing spreadsheets; logging and routing mail.

### **Program Administrator**

Compilation, analysis and presentation of data; program monitoring and evaluation; communications and correspondence relative to a specific program. Perform budget review, develop criteria for program evaluation, and develop detailed reports. Experience with MS Office Suite.

### **Project Manager**

Provide effective administration, implementation, and execution of procedures and systems. Assist management in the general administration of the Authority's programs. Coordinate ongoing development of written procedures and reports to support administrative functions and develop recommendations for improvements for new management systems. Experience with MS Office Suite.

### **Project Specialist**

Interpret and administer program rules and regulations; monitor procedures used to disseminate information; prepare reports; recommend improvements to operating systems to increase efficiency; prepare correspondence. Experience with MS Office Suite.

**Public Relations Specialist**

Assist in developing and distributing publicity materials including but not limited to: notices, events, press releases, and general news. Order all advertising materials. Prepare correspondence, answer phones, schedule meetings, electronic calendaring. Experience with MS Office Suite.

**Receptionist/Greeter**

Greet all visitors, manage and direct multi-line telephone inquiries, handle travel arrangements, monitor entrance and exit of all visitors and vendors, assist internal and external clients w/questions, notify employees of visitors, provide visitor badges, assist on customer service hotline.

**Technical Writer**

Research, write, and publish guides, policies, and procedures. Update and maintain historical records of the documents. Maintain standards, templates, and publication architecture in accordance with accepted technical writing standards.