

ARKANSAS SCHOOL FOR MATHEMATICS, SCIENCES, + THE ARTS

JOB DESCRIPTION

POSITION: Administrative Coordinator STEM Pathways & Front Office Operations

REPORTS TO: Director STEM Pathways with dotted line to Finance Office

CLASSIFICATION: Non-Exempt

POSITION SUMMARY:

Provides administrative and programmatic support to the Director of STEM Pathways while serving as the primary front office contact for ASMSA. This role manages incoming mail and package processing in collaboration with the Finance office, and ensures accurate tracking, reconciliation, and timely distribution of deliveries. Serves as a key liaison between receiving operations and campus departments, maintaining clear communication with faculty, staff, and visitors to support efficient daily operations.

RESPONSIBILITIES AND PERFORMANCE STANDARD:

Duties include, but are not limited to:

A. STEM Pathways Operational Support:

- Manage routine teacher correspondence for STEM Pathways, including weekly check-ins, information requests, and follow-up communications.
- Maintain program data, rosters, and tracking spreadsheets for STEM Pathways participation, professional development, and course completion.
- Process Workday purchase requisitions for STEM Pathways operations.
- Coordinate the full lifecycle of professional development events: registration, campus partner notifications (cafeteria, maintenance, calendar, security, communications), supply ordering, day-of participant logistics, photo coordination with Communications, and post-event certification processing.
- Track grant deliverables, deadlines, and supporting documentation.
- Maintain regular STEM Pathways social media presence (Facebook, Instagram, and existing program accounts), highlighting teacher and student work in coordination with institutional communications.
- Utilize approved productivity tools (including AI-assisted tools where appropriate) to support drafting correspondence, data organization, and document preparation, in accordance with institutional guidelines.
- Other duties as assigned.

B. Main Reception Operational Support:

- Answer all incoming calls from the main switchboard, providing assistance when possible.
- Serve as the primary point of contact for visitor access, monitoring entry through the remote door control system.
- Receive, log, and process incoming packages within the same business day; verify contents against packing slips and enter receipts into Workday in accordance with the Mail & Package Handling Procedure.
- Accurately label packages (name and date), apply proper postage using authorized systems, and ensure timely placement for daily pickup by the United States Postal Service.
- Maintain secure use of assigned mail codes and postage equipment in compliance with procurement guidelines.
- Communicate regularly with the Finance office, including weekly check-ins and timely resolution of missing items, discrepancies, or receipt issues.
- Notify recipients promptly once packages are verified and logged in the system.
- Monitor deliveries throughout the day to ensure all shipments are received and processed.
- Other duties as assigned.

REQUIREMENTS AND QUALIFICATIONS:

- Associate's degree or equivalent combination of education and experience, plus 1–3 years of administrative, office support, or customer-facing experience.
- Comfortable using AI productivity tools, or willingness to develop fluency, for drafting correspondence, data work, and document preparation.
- Strong organizational skills with the ability to manage multiple priorities and meet deadlines.
- Clear, professional communication skills and a service-oriented approach.
- Proficiency with Microsoft Office and Google Workspace; ability to learn systems such as Workday and campus operational tools.
- Ability to work independently and collaboratively in a fast-paced environment.
- High level of professionalism, discretion, and attention to detail.

PHYSICAL DEMANDS / WORK ENVIRONMENT:

- Ability to sit or stand for extended periods.
- Frequent walking between offices/buildings.
- Ability to lift/move packages (e.g., up to 25–30 lbs.).
- Repetitive hand movements (typing, phone use).