JOB DESCRIPTION

JOB TITLE: Resident Life Administrative Assistant

PAY SCALE: *$18.50 – $22.50/hr (Academic Year Position)*

FLSA STATUS: Hourly, non-exempt

DEPARTMENT: Residential Life

REPORTS TO: Department Chairs or Department Heads

JOB SUMMARY:

The Residential Life Administrative Assistant serves as the primary point of contact for students, families, and community members, often providing the first interaction with the office. This role plays a vital part in creating a welcoming, responsive, and supportive experience while ensuring the efficient day to day operation of Residential Life office. This role plays a part in building a warm, inclusive, and growth-oriented boarding community. This person keeps the office running smoothly so that the three members of the residential life team can focus on students, families, and community. They are an important point of communication around travel and an important face that students see when they walk into the office.

This role requires cultural sensitivity, meticulous attention to detail, and the ability to communicate clearly and warmly with students and families. The Administrative Assistant approaches this work with the same care and intentionality that defines the residential program. As a visible and approachable presence in the office, this individual is often among the first people students encounter when seeking assistance and serves as an important resource for families navigating residential life processes. The Residential Life Admin Assistant may also assist with coordinating travel arrangements and related logistics for resident students, helping to ensure clear communication and smooth travel experiences for students and families.

The Administrative Assistant supports all three members of the residential life shared leadership team. This role does not report to any single team member but provides support across the full office, coordinating with each person accordingly.

KEY RESPONSIBILITIES:

Office & Team Support

- Manage the day-to-day administrative operations of the residential life office, including scheduling, correspondence, and record-keeping.
- Support all three residential life team members with administrative needs including meeting coordination, document preparation, and follow-up tracking.
- Serve as the first point of contact for students and families who walk in or call the office, directing inquiries to the appropriate team member with warmth and efficiency.
- Assist with the preparation and distribution of family communications, newsletters, and residential life materials.

- Support the planning and logistics of residential life as needed.

Student Travel Coordination

- Serve as the primary coordinator for all travel logistics related to boarding students, including school breaks, holidays, and end-of-year departures and arrivals. This may require flexibility to work outside of traditional school hours.
- Communicate directly with families to collect travel information, share itineraries, and ensure all arrangements are confirmed well in advance.
- Maintain a comprehensive and accurate travel database for all boarding students.
- Coordinate with other Academy personnel to ensure seamless transitions for students traveling to and from school.
- Anticipate and proactively manage complications such as flight changes and time-sensitive family communications.
- Work closely with Academy personnel to ensure families feel informed and supported throughout the travel process.

Other

- Assists in planning, reviewing, and refining office management practices
- May supervise and train subordinate clerical staff
- Process and route purchase requisitions to ensure appropriate approval for Department expenses while following established budget guidelines
- May assist in department budget preparation and tracking
- May serve in the role of building captain for Secure the School Drills.
- Performs related duties as required

The Academy administration reserves the right to assign or reassign duties and responsibilities to this job at any time.

REQUIRED SKILLS AND ABILITIES:

- Exceptional organizational skills and the ability to manage multiple priorities simultaneously without losing attention to detail.
- Warm, professional communicator — in person, by phone, and in writing — with the ability to adapt tone for different audiences including students, families, and colleagues.
- Cultural sensitivity and genuine comfort engaging with families from diverse national, linguistic, and cultural backgrounds.
- Proficiency with standard office and communication tools; experience with school information systems is a plus.
- Ability to remain calm, resourceful, and solutions-oriented when travel plans change or situations become complex.
- A genuine belief in the mission of St. Johnsbury Academy, the residential program, and an appreciation for the role this position plays in supporting it
- The ability to work independently and perform multiple tasks simultaneously

EDUCATION/EXPERIENCE:

- Associate's or Bachelor's degree, or equivalent professional experience in an administrative or coordination role.

- Experience working in an educational, residential, or international context strongly preferred. High School diploma required. Associate degree preferred; however, work experience may be substituted for this requirement.

PHYSICAL REQUIREMENTS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Must have the ability to sit and stand for extended periods of time; exhibit manual dexterity to use a telephone, to enter data into a computer, tablet or other learning device; to see and read a computer screen and printed material with or without vision aids; hear and understand speech at normal classroom or office levels, and on the telephone; speak in audible tones so that others may understand clearly in normal classrooms, and on the telephone; physical agility to lift up to 25 pounds to shoulder height and 40 pounds to waist height; and to bend, stoop, sit on the floor, climb stairs, walk and reach overhead.

WORKING ENVIRONMENT:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Duties are normally performed in a school/classroom or office environment. The noise level in the work environment is usually moderate.

BACKGROUND CHECK AND FINGERPRINTING: The Academy conducts criminal record checks on all candidates. We reserve the right to investigate fully any criminal or motor vehicle offense prior to consideration for employment. Job offer is contingent upon satisfactory maintenance or completion of our background and Child Abuse Registry reporting, and acceptance of our Sexual Harassment Policy.

St. Johnsbury Academy is an equal opportunity employer. SJA prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law. SJA is committed to providing a diverse environment, we encourage and welcome applications from candidates of all backgrounds.

I acknowledge that I have read and understand the above position description in its entirety, and I am capable of performing all of the stated requirements and essential functions as outlined. If I have any questions about the duties and responsibilities that I am asked to perform, I should discuss them with my immediate Manager, Department Chair or Human Resources Director.

I have discussed any questions that I may have had about this position description prior to signing this form.

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Employee Signature **Date**