

Office Administrative Assistant II  
Community College of Philadelphia

Direct Link: <https://www.AcademicKeys.com/r?job=262617>

Downloaded On: Sep. 17, 2025 6:54pm

Posted Sep. 17, 2025, set to expire Jan. 15, 2026

**Job Title** Office Administrative Assistant II  
**Department**  
**Institution** Community College of Philadelphia  
Philadelphia, Pennsylvania

**Date Posted** Sep. 17, 2025

**Application Deadline** Open until filled  
**Position Start Date** Available immediately

**Job Categories** Classified Staff

**Academic Field(s)** Administrative Support/Services

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**Job Description**

**Office Administrative Assistant II**

Under supervision by the Interim AVP, Workforce Development, provides front desk support to the Workforce Development department. Primary responsibilities include providing quality customer service to students and visitors, fulfilling administrative projects, assisting with maintaining room schedules, responding to email and telephone inquiries and redirecting calls. This position also provides support to the Director of Corporate Solutions.

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*Success starts at Community College of Philadelphia. Innovators and difference makers work at Community College of Philadelphia. Diversity thrives at Community College of Philadelphia. We are a college that is committed to promoting a work environment that attracts and retains talented and diverse faculty and staff. We challenge each other and ourselves to achieve at the highest level while contributing to the mission of the College and the betterment of Philadelphia. We value and support an intellectually dynamic community to prepare our students for global citizenship. Join us and become a part of a community that has long been and will continue to be generators of generational change in this city and beyond.*

*Community College of Philadelphia is an open-admission, associate-degree-granting institution which provides access to higher education for all who may benefit. Its programs of study in the liberal arts and sciences, career technologies, and basic academic skills provide a coherent foundation for college transfer, employment and lifelong learning. The College serves Philadelphia by preparing its students to be informed and concerned citizens, active participants in the cultural life of the city, and enabled to meet the changing needs of business, industry and the professions. To help address broad economic, cultural and political concerns in the city and beyond, the College draws together students from a wide range of ages and backgrounds and seeks to provide the programs and support they need to achieve their goals.*

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### Specific Responsibilities

- Serve as first point of contact for Workforce Development students, clients, and visitors.
- Screen and respond to calls and inquiries; redirects calls when necessary in a courteous, business-like manner.
- Provide quality customer service while providing information to students and clients regarding workshops/classes and registration process and procedures.
- Understand Workforce Development programming and be able to answer questions about the programs and identify staff who may need to respond in more detail about the programs.
- Become knowledgeable about College offices and be able to direct calls to appropriate offices as necessary.
- Respond to written email inquiries, seeking to resolve problems, locating and providing accurate information and drafting written responses within established guidelines and time frames.
- Prepare and proofread standard documents, forms, memos and letters concerning workshop participation and registration.
- Sort and distribute mail; refer non-routine or priority mail to appropriate Workforce Development staff members.
- Provide clerical administrative support to the Director of Corporate Solutions Operations, assisting with routine office duties and projects as needed.
- Acquire and maintain knowledge of administrative information systems used by the department; accessing these applications to research, gather or enter data as needed.
- Maintain knowledge of departmental processes and procedures to respond accurately to inquiries concerning registration, testing, etc.
- Participate in the scheduling of classrooms/conference rooms within Workforce Development; preparing and distributing room schedules.
- Maintain sensitivity, understanding and respect for a diverse academic environment, inclusive of students, faculty and staff of varying social, economic, cultural, ideological and ethnic backgrounds.
- Perform assigned duties in a manner consistent with the mission, goals, and core values of the College.
- Package materials and documents for pick up by instructor for classes.
- Other duties as assigned.

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**Minimum Qualifications**

- High School diploma or its equivalent
- Two (2) years of work experience in an administrative support position required.
- Demonstrated proficiency in Microsoft Word and Excel.
- Strong communication skills (verbal, written, and interpersonal) to effectively communicate with the general public, students, College staff and faculty required.
- Strong customer service skills required.
- Strong organizational and time management skills required.
- Ability to function independently as well as part of a team required.
- Professional appearance and demeanor required.
- Experience working with people from a variety of culturally diverse backgrounds required.

**Preferred Qualifications**

Associates degree preferred. Any and all degree(s) must be from a regionally accredited institution of higher learning.

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## Benefits Summary

### Benefits:

*“Success Starts Here” at Community College of Philadelphia. We recognize that our success as a college and the success of our students starts with our employees. Our employees are vital to our success. Our total compensation package includes a comprehensive offer of benefits that are unrivaled by most.*

### Full-time faculty and staff benefits include:

- College-paid medical, dental, drug, life and disability insurance
- Tuition remission (for classes at the college)
- Forgivable tuition loan (for classes at any accredited academic institution)
- 403(b) retirement plan with 10% College contribution with employee contribution 5%
- Flexible spending accounts
- Paid vacation, holiday and personal time
- Partial remote work schedule for remote work eligible positions

### Additional College benefits:

- Winter break: 1 week around the third week in December and New Years
- Spring Break: 1 week in March
- Summer Hours: 4-day work week (closed on Fridays) from the 2nd week in May through the 3rd week in August

For More information about the College benefits and eligibility based on employee class, please visit:

**<https://www.mycap.online/human-resources/benefits-eligibility>**

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**Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

**Contact** Abby Ametrano Aametrano@ccp.edu

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