



Job Posting for Office Support Associate, Academic Affairs

IBHE has been supporting higher education in Illinois for more than 60 years. We are a dedicated team of professionals, overseen by a Board appointed by the Governor, who are working for a strong, equitable higher education system, which we believe is essential for the state to thrive. We work with leaders in colleges, universities, state and federal government agencies, governors, legislators, and other entities to strategically further this mission.

The higher education strategic plan, [*A Thriving Illinois: Higher Education Paths to Equity, Sustainability, and Growth*](#), includes three goals and 25 strategies to help achieve the vision of a higher education ecosystem that ensures individuals, families, and communities across the state thrive.

- **Equity** - Close equity gaps for students who have been left behind.
- **Sustainability** - Build a stronger financial future for individuals and institutions.
- **Growth** - Increase talent and innovation that drives economic growth.

Primary Responsibilities

The IBHE is seeking an energetic, organized professional to support the agency's Academic Affairs unit in providing excellent, responsive service to students, representatives of higher education institutions, and other stakeholders.

The Office Support Associate, Academic Affairs will:

- Provide support to the Academic Affairs division and staff from the degree-granting and PBVS units; screen calls and personally handle routine inquiries; maintain filing systems; maintain and update databases; schedule meetings; collect and compile information for recurring reports
- Fulfill requests for student transcripts from closed institutions of higher education and respond to inquiries about transcripts held by the agency; work with agency staff to catalog and organize transcripts; input information and maintain records related to transcript requests and fulfillment
- Process fees from degree-granting and PBVS institutions and enter the fees into relevant databases and spreadsheets
- Provide support for agency office functions such as receiving and distributing mail and scheduling use of the agency car
- Contribute to an agency collaborative team culture, help achieve the agency's strategic goals, and commit to continuous growth and learning.

The ideal candidate is:

- Passionate about public service and education
- Organized
- Respectful and positive communicator in responding to inquiries from stakeholders
- A good collaborator
- Committed to continuous learning and growth
- A supportive colleague, committed to being part of a team-focused culture

Education and Experience:

- High school diploma or equivalent, and at least 2 years of experience in a similar role; college course work; or associate degree.

Knowledge, Skills, and Abilities:

- Commitment to public service and passion for education
- Proficient in using Microsoft Office software (Word, Excel, Access, and Outlook)
- Knowledge of office support and general office practices and procedures
- Knowledge of spelling, grammar, punctuation, and sentence and paragraph structure
- Excellent interpersonal skills, with a strong focus on collaboration and teamwork

Work location

Work locations are in Springfield, IL, with a hybrid schedule. Those located in other areas of Illinois will also be considered. Travel within Illinois is expected, as required by the work.

Salary:

Salary is commensurate with experience. We offer the state's competitive employee benefits package.

Application Process:

For full consideration, submit (1) letter describing your interest in the role and how you meet the qualifications, (2) resume, and (3) at least three professional references including names, professional titles, and current emails and phone numbers.

Interviews will begin immediately and will be conducted virtually. Please submit your materials by e-mail to: humanresources@ibhe.org.

We are committed to a diverse and inclusive workforce by ensuring all our staff work in an environment of openness and acceptance. We strive to foster a community where people of all backgrounds, identities, and perspectives can feel secure and welcome. We also value the well-being of each of our employees and are dedicated to creating a healthy place to work. As an Equal Opportunity Employer, we strongly encourage veterans, individuals with disabilities, women, and minorities to apply.

IBHE is an equal opportunity employer committed to a diverse workforce. In compliance with the Americans with Disabilities Act and the Illinois Human Rights Act, state agencies must ensure that the employment process is accessible to persons with disabilities. Specifically, these laws require that

the state provide reasonable accommodations upon request by individuals participating in all steps of the employment process. This includes the State of Illinois interview process.