



Administrative Associate

The Arizona Board of Regents (ABOR) seeks a detail-oriented, customer-service-driven Administrative Assistant to support its statewide attainment and financial aid initiatives aimed at increasing postsecondary access for Arizona students. This position performs varied administrative work unique to the work unit requiring initiative and independent judgment. Incumbents work independently under general direction and supports ABOR's data portals, assists K-12 and community stakeholders, and provides administrative support in scheduling, coordinating, and participating in various board projects and initiatives. The role also supports the smooth operation of ABOR's financial aid and college access programs. The ideal candidate will bring strong attention to detail, exceptional communication skills, and experience working with K-12 and community partners.

Typical Duties:

- Serve as the first point of contact for technical and program-related inquiries from school districts, postsecondary institutions, community partners, and the public regarding FAFSA completion and financial aid programs.
- Provide timely and professional customer service via email, phone, and virtual platforms, ensuring accurate information and positive stakeholder experiences.
- Support the management and tracking of school and district participation in statewide FAFSA initiatives, including data entry, reporting, and follow-up communications.
- Provides administrative support to supervisor and professional staff in areas such as maintaining calendars, scheduling appointments and coordinating logistics for events, webinars, and trainings.
- Maintain and update program materials, user guides, and communication templates to ensure consistent and accurate information sharing.
- Support database administration and troubleshoot user access issues within ABOR's college access platforms and data systems.
- Utilizes sound judgment when representing the board office and exhibits appropriate decision-making skills.
- Responds to inquiries, problems, and non-routine situations by determining the approach or action to take by interpreting board guidelines, procedures, policies, and practices.
- Other duties as assigned.

Knowledge, Skills and Abilities:

The successful candidate will demonstrate:

- Knowledge of office and administrative practices and principals.
- Skill in analytical and problem-solving techniques
- Skill in a variety of administrative functions including scheduling, calendaring, word processing and working with spreadsheets
- Skill in dealing with a wide range of topics including confidential and sensitive information
- Skill in developing and maintaining effective working relationships.
- Ability to communicate, verbally and in writing, effectively with tact and diplomacy with constituents of varied backgrounds.
- Be organized and have the ability to work in a fast-paced environment with frequent changing priorities.
- Knowledge of higher education and Arizona open meeting and public records laws preferred.
- Proficient in MS Office (Word, Outlook, Excel, PowerPoint, SharePoint, and Access), Adobe Acrobat, Zoom and the internet.

Minimum Qualifications:

- Bachelor's degree in Business or in a field pertinent to work unit and two (2) or more years of administrative or customer service experience, preferably in an education or nonprofit environment; OR, any equivalent combination of experience and/or education from which comparable knowledge, skills, and abilities have been achieved.
- Strong written and verbal communication skills with a commitment to providing excellent stakeholder support.
- Experience supporting financial aid, or postsecondary access programs.
- Familiarity with Arizona's K-12 and higher education systems.

Salary and Benefits:

- The anticipated hiring range is \$45,000 to \$56,000 based on experience and qualifications.
- This is a full-time position with health and dental benefits. This position will be enrolled in either the Arizona State Retirement System or the ORP. Tuition reduction benefits to Arizona public universities are available to employees and their dependents. For a full list of available benefits, click [here](#).
- This is a FLSA nonexempt position, and the employee will be paid for each hour worked and will be eligible for overtime for hours worked over 40 hours in a normal workweek.
- This position will be working in person at the board office Monday through Friday and may be eligible for a partial remote work schedule, subject to the needs of the office.

How to Apply:

Applicants should send cover letter, resume and the names and contact information of three professional references who are able to speak to the qualifications listed above to: hr@azregents.edu or Arizona Board of Regents • 2700 North Central Avenue, Suite 400 • Phoenix, Arizona 85004. The review of applicants will begin immediately.

The Arizona Board of Regents is an equal employment opportunity and affirmative action employer.