



CLARK ATLANTA UNIVERSITY

Job Description

Position Title:	Staff Assistant, Business Services
Department:	Business Services
Reports To:	Director, Business Services Operations

The following statements are intended to describe the general nature and level of work to be performed and are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All duties listed are essential functions for the position. It is understood that other related duties may be assigned.

General Function (Description):

Performs program coordination and administrative work supporting the Division of Business Services.

Examples of Duties and Responsibilities:

- Assists with coordination of the Market Thursdays and Homecoming vendor programs including fielding all inquiry calls, agreement production, registration, reporting, accounting and onsite management of markets. Receives and logs payments for deposit.
- Assist with coordination of the Summer Camps and Conferences programs including fielding all inquiry calls, agreement production, registration, reporting, accounting and onsite coordination of the camps and conferences working with other CAU departments
- Coordinates vending services including service calls and refunds to customers
- Serves as Business Services website host
- Supports PAW Card Office during peak move-in times and as needed.
- Receives and screens office visitors and telephone calls for Business Services, identifies matters requiring priority handling and brings them to attention of supervisor; receives and refers concerns raised by students, parents, personnel or other constituents.
- Reviews and summarizes miscellaneous reports and documents as requested
Maintains department records and files both soft copies and hard copies.
- Drafts reports and correspondence; processes various forms.
- Assists with invoicing and light accounting duties and deposits as requested
- Opens, date stamps and distributes mail for division
- Inventories office supplies and equipment and places orders as directed
- Coordinates and executes divisional purchase orders as directed in Panther Buy
- Assist other business services units as needed during peak student activity
- Performs other duties as assigned.

Knowledge, Skills and Abilities:

Knowledge of events and conference management
 Knowledge of basic office policies and procedures.
 Knowledge of various computer equipment and operation; candidate must be proficient in Microsoft Office Products, in particularly Word, Intermediate Excel, Intermediate Power Point, and Outlook.
 Effective oral and written communication skills.

Customer service skills
Working knowledge of Banner very helpful
Effective time management and organizational skills
Customer service skills

Minimum Hiring Standards:

Education	Bachelor's Degree
Years of Experience	Two-four years administrative, event or retail experience.
Years of Management/Supervisor Experience	None

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