



CLARK ATLANTA UNIVERSITY Job Description

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| Position Title: | Research Concierge |
| Department: | Division of Research and Sponsored Programs |
| Reports To: | Assistant VP of Research and Sponsored Programs |

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):

The research concierge will assist CAU Principal Investigators with the management of their federally funded research awards, liaise with the Office of Business and Finance to help Principal Investigators navigate the business processes needed to administer sponsored projects, and coordinate with other AUC-GRANTED staff across the AUC (Atlanta University Center) to facilitate implementation of AUC-GRANTED activities, assist with the review and revision of Clark Atlanta University Grant Administration Policies and Procedures, and other duties as assigned. The research concierge reports to the Assistant Vice President of Research and Sponsored Programs.

Examples of Duties and Responsibilities:

- The research concierge will assist CAU PIs on federally funded projects with the following:
 - Award initiation questions
 - Understanding the CAU procurement process
 - Processing of paperwork for project personnel (PIs, faculty/staff, students)
 - Onboarding new student research assistants
 - Understanding the travel arrangement process and procedures
 - Submitting requests and reports in Banner and Cayuse
- Be familiar with CAU grant administration policies and guidelines
- Coordinate and plan grant launch events with PIs and key stakeholders.
- Work with CAU Offices to assist PIs with the routing and tracking of grant paperwork.
- Provide high quality customer service to PIs.
- Attend relevant AUC-GRANTED meetings and workshops.
- Work with AUC-GRANTED staff across the AUC to coordinate grant activities and meetings.
- Stay abreast of all state and federal grant related laws, regulations, rules, policies and procedures through attendance at professional conferences and meetings.
- Other duties as assigned

Knowledge, Skills and Abilities:

- The research concierge must:
- have a working knowledge of Clark Atlanta University business processes such as procurement and travel
 - possess excellent communication and interpersonal skills
 - be professional and courteous
 - be proficient in Banner or Enterprise Resource Planning system; and MS Office Suite, especially Excel.

Minimum Hiring Standards:

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| Education | A bachelor's degree is preferred. |
| Years of Experience | Three (3) years customer service experience. Previous experience with grant administration is preferred but not required. |
| Years of Management/Supervisor Experience | None |

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