



CLARK ATLANTA UNIVERSITY

Job Description

Position Title:	Support Specialist-Business Services
Department:	Business and Auxiliary Services/University Meetings and Events
Reports To:	Senior Director, Business and Auxiliary Services

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 administrative duties for all of the business services units (Campus Store, CAU Dining, Parking, Print & Mail Center, PAW Card Office, UME). Provide coordination for systems relating to the generation of University ID/Debit Cards and usage of all fiscal accounts in relation to the University ID/Debit Card. This position assists with the coordination of the one-stop service of all meetings and events. Assist with the University's internal and external event rental services, including space, AV, facilities, set-up, load-out, décor, internal catering, public safety, and parking. Assist the Senior Event Coordinator with internal/student events and meetings, logistics, scheduling services, onsite management of all events as assigned (i.e., conferences, festivals, corporate visits, luncheons, dinners, funerals, memorials, retirements, celebrations, ceremonies, and receptions). The Support Specialist will assist with data entry using the Momentum software system.

Examples of Duties and Responsibilities:

- Acts as web master for Business and Auxiliary Services and University Meeting and Events
- Participates in various meetings as assigned and provide meeting minutes
- Working knowledge of Instant ID, Transact, Reporting, Banner and ARGOS
- Assists with all PAW Card office duties including making i.d.'s for students, faculty, staff and contractors
- Troubleshoot problems/concerns as it relates to the credit card machine
- Supports Market Thursdays, Special Markets, and events as needed
- Act as liaison between customer, community and system vendors
- Interact professionally with all levels of faculty, staff, students, parents and outside vendors
- Account responsibilities including deposits when needed
- Covers main phone line for business services and monitors business services emails (auxiliaryservices1@cau.edu and universityevents@cau.edu)
- Provide logistic support for events
- Provide administrative support for event planning activities, including drafting correspondence, preparing materials, and maintaining records and documentation
- Assist in coordinating vendor services, including catering, audiovisual equipment, and event rentals, to ensure all logistical aspects of events are properly managed and executed
- Provides administrative
- Support to business services staff, including UME
- Maintain department records and files
- Drafts reports and correspondence; processes various forms
- Inventories supplies and equipment

Examples of Duties and Responsibilities Continued:

- Performs light typing duties
- Opens and distributes mail
- Other duties as assigned

Knowledge, Skills and Abilities:

- Experience using MS Outlook and managing calendars, along with proficiency in the MS Office suite (Word, Excel, PowerPoint)
- Experience using CANVA
- Strong organizational and multitasking skills, with the ability to manage multiple priorities and deadlines in a fast-paced environment
- Excellent communication and interpersonal skills, with the ability to work effectively with a diverse range of stakeholders and vendors
- Attention to detail and problem-solving skills, with the ability to anticipate needs, identify issues, and implement effective solutions
- Ability to work independently with minimal supervision, as well as collaboratively as part of a team
- Flexibility to work evenings, weekends, and holidays as required by event schedules
- Must be able to operate computers, office equipment, and audiovisual tools as needed for event coordination
- Capable of climbing stairs or walking across various event venues, both indoors and outdoors, which may include uneven surfaces or inclines
- Ability to bend, stoop, reach, and kneel when organizing event materials, setting up displays, or handling logistics
- Must have the visual and auditory acuity to observe event details, monitor audio/visual presentations, and respond to verbal directions or safety instructions in dynamic environments
- Comfortable working in a fast-paced setting with frequent interruptions and time-sensitive demands
- Must be able to remain seated for extended periods when performing administrative duties or managing schedules and documentation
- Working knowledge of various technologies in regard to identification card systems including, but not limited to various software packages, hardware execution and a working on the operation of an identification system
- Familiar with a university environment is a plus

Minimum Hiring Standards:

Education	Bachelor's Degree in the hospitality field OR a minimum of two (2) years of experience working events, scheduling visits, managing schedules and tours.
Years of Experience	Two years of progressive responsibilities in a related field along with administrative experience; or a combination of training and experience. Working knowledge of Instant ID, Transact, Banner and ARGOS Reporting. Must have the ability to stand for long periods of time during event setup, execution, and breakdown. Ability to lift and carry approximately 30 pounds, including boxes of event materials, equipment, or supplies.
Years of Management/Supervisor Experience	N/A

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