



## CLARK ATLANTA UNIVERSITY MASS MEDIA ARTS

<b>Position Title:</b>	<b>Staff Assistant II</b>
<b>Department:</b>	<b>Mass Media Arts</b>
<b>Reports To:</b>	<b>April Lundy, M.F.A. - Interim Chair</b>

*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):***

Clark Atlanta University is seeking a candidate for a full-time Staff Assistant II position in the Department of Mass Media Arts. The successful candidate must be an experienced, detail-oriented and have the ability to provide comprehensive administrative support to the department Chair and faculty. This key position serves as the primary point of contact for the department, managing daily operations and facilitating communication between students, faculty, staff, and external partners. The successful candidate will demonstrate exceptional organizational skills, professionalism, and the ability to handle confidential matters with discretion while supporting the department's academic mission. The successful candidate must also demonstrate the ability to multitask, excel in written communication, critical thinking, and have the ability to adapt and pivot tasks when necessary, refocusing and bringing all tasks to completion in a timely manner.

This position frequently handles academic data and data entry, as well as budget-oriented tasks. candidate should be able to shift priorities and multitask in a fast-paced environment. The successful candidate is a vital member of a team responding to internal and external demands with professionalism.

### ***Duties and Responsibilities:***

- \*Provide administrative and general office support and assistance, as assigned to Department Chair and Faculty. Support includes maintaining the general office calendar, organizing, managing, and entering academic data such as class schedule and faculty information, scheduling meetings, and overall general office management and departmental spaces.
- \*Serve as liaison to students, faculty, and staff regarding questions related to department policies, procedures and academic requirements;
- \*Support Chair's management of the department's business affairs;
- \*Maintain organized physical and digital filing systems for department records *with meticulous detail*;
- \*Assist with ongoing record keeping and data management associated with the Department, including maintaining confidential records;
- \*Assist with course scheduling and classroom assignments, demonstrating the ability to compose schedules, as well as cross-reference multiple class scheduling platforms;
- \*Maintain confidential student and faculty records;
- \*Manage the front desk and student flow procedures;
- \*Manage budgets and budget-related transactions such as processing invoices, purchase orders, expense reports, departmental charges, and ordering supplies;
- \* Assist with planning and facilitating events and employee on boarding; credentialing, scheduling meetings, etc.;
- \*Assist with travel related arrangements, including travel approvals, registration, reservations, expense reports, and reimbursements;
- \*Maintains department keys, filing system, office equipment, confidential records, etc.;
- \*May assist with conference planning, seminars, department events and development activities;
- \*Assist with the Department's external organizational and corporate partnerships as required;
- \*Manage department keys, equipment, and supplies inventory
- \*Effectively supervise work-study students, including assignment of tasks, performance monitoring, and schedule management;
- \*Support faculty with administrative needs related to teaching and research;
- \*Demonstrate fundamental understanding of basic budget principles and procedures;
- \*Manage departmental budget tracking and reporting *with high attention to detail*;
- \*Properly facilitate budget revisions according to university policies and procedures;
- \*Process financial transactions, including purchase orders, invoices, and expense reports;

- \*Coordinate the procurement of office supplies and equipment;
- \*Reconcile department grant and partnership spending, and generate proof of spending files;
- \*Assist with budget planning and financial documentation;
- \*Support the planning and execution of department events, conferences, and seminars;
- \*Assist with special projects, research initiatives, and accreditation processes;
- \*Coordinate faculty recruitment activities and onboarding processes;
- \*Facilitate travel arrangements for faculty and visitors;
- \*Maintain department website content and social media presence;

***Knowledge, Skills, and Abilities:***

- \* Four or more years of previous administrative assistant experience;
- \* Experience in budget management;
- \* The ability to utilize available resources including other people and data to recognize and analyze work related problems, evaluate potential solutions, and act decisively in recommending or implementing solutions;
- \* Demonstrated proficiency in managing complex office environments with competing priorities;
- \* Advanced skills in document preparation, proofreading, and editing;
- \* Expert-level experience with Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and Google Workspace;
- \* Demonstrated ability to learn and effectively utilize university-specific software platforms, including student information systems, procurement systems, and financial management tools;
- \* Strong aptitude for creating and maintaining detailed spreadsheets and databases;
- \* Proficient in developing and implementing efficient office procedures and workflows;
- \* Exceptional multitasking abilities with proven capacity to manage multiple projects simultaneously while meeting deadlines;
- \* Experience in records management with knowledge of retention policies and confidentiality requirements;
- \* Ability to troubleshoot basic office equipment and technology issues;
- \* Strong skills in attention to detail;
- \* Strong interpersonal skills are a necessity;
- \* Strong skills in timeliness – completing tasks within a reasonable amount of time;
- \* Ability to work in a fast-paced environment with demonstrated ability to handle multiple competing tasks and changing priorities;
- \* Ability to communicate comprehensively and professionally;
- \* Previous experience in higher education;
- \* Excellent written and oral communication and computing skills;
- \* Excellent organizational skills;
- \* A strong commitment to customer service;
- \* Proficient in computer and office software (including Office 365);

- \* Self-motivated and detail oriented with excellent communication and organizational skills;
- \* Ability to be proactive and to quickly assess needs and requirements of the department;
- \* Knowledge of Canvas, Blackboard, or any learning management system a plus;
- \* Maintain a strong, self-driven work ethic that includes taking initiative and seeing assignments through to completion with attention to detail;
- \*Ability to consistently exercise considerable tact, judgment, and diplomacy while maintaining exemplary poise and professionalism;
- \*Ability to establish and maintain effective working relationships with students, faculty, staff, and administration.
- \*Exceptional verbal communication skills with the ability to articulate information clearly and concisely to diverse audiences;
- \*Superior active listening skills with the capacity to understand, interpret, and respond to complex inquiries;
- \*Strong written communication abilities, including professional email correspondence, report writing, and documentation;
- \*Cultural sensitivity and awareness when interacting with individuals from diverse backgrounds;
- \*Ability to establish and maintain positive working relationships with students, faculty, staff, and external partners;
- \*Tactful approach to difficult situations with demonstrated conflict resolution abilities;
- \*Capacity to represent the department professionally in all communications and interactions;
- \*Experience in effectively communicating departmental policies and procedures to various stakeholders;

***Minimum Hiring Standards:***

<b>Education</b>	Bachelor's Degree or higher
<b>Years of Experience</b>	Three years administrative or office experience

*Clark Atlanta University is an Equal Opportunity/Affirmative Action Employer*