



CLARK ATLANTA UNIVERSITY

Job Description

Position Title:	Sr. Staff Assistant
Department:	Residence Life
Reports To:	Director of Residence Life and Student Development

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 Staff Assistant will provide primary support to the Residence Life and Student Development office and will report to the Director. The Staff Assistant will serve as the primary point of contact for students, parents, family, faculty, staff, and other seeking assistance from the Office of Residence Life. The Staff Assistant is responsible for the day-to-day operations of the office, including clerical and administrative duties. The Staff Assistant is also responsible for assisting with the direction of the development and implementation of a variety of training workshops, networking opportunities and overall support of students and staff.

Examples of Duties and Responsibilities:

- Assist with the day-to-day operations of the Office of Residence Life (filing, faxing, scanning, mailing, etc.)
- Develop systems for maintaining records/files
- Collect, tabulate and compile departmental data
- Compile, create and disseminate departmental reports and announcements
- Assist in the development and implementation of training for Residential Assistants
- Work with the Associate Director to support and evaluate the Strategic Plan and initiatives of the Department
- Develop and maintain a rapport with students/parents, faculty/staff/administration
- Maintain up to date and relevant information on social media platforms, as well as Residence Life Webpage
- Assist with other duties as assigned

Knowledge, Skills and Abilities:

- Ability to learn software packages quickly (StarRez, Banner by Ellucian, etc.)
- Marketing and social media management experience
- Must be able to respond directly to questions asked by prospective student and/or their parents
- Must have excellent computer skills (Microsoft Office)
- Strong oral and written communication skills
- Ability to manage and supervise work study students
- Must have the ability to be flexible and to effectively multi-task
- Must possess keen interpersonal skills
- Ability to incorporate technology into daily operation

Minimum Hiring Standards:

Education	Bachelor's Degree Preferred
Years of Experience	1 year administrative experience
Years of Management/Supervisor Experience	N/A

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