Concordia University Job Description
Concordia is a Christian university preparing leaders for the transformation of society.

Administrative Assistant
Concordia Online Education (COEdu)

Unit or Department: Concordia Online Education (COEdu)/Operations

Unit/Department Mission: Reimagining higher education through collaboration, innovation, and exceptional member service

Position Title: Administrative Assistant

Summary of the Position (Overall goal):
The Administrative Assistant provides administrative support for COEdu Operations. The ideal candidate is a seasoned administrative professional with a proven track record of working in a fast paced environment managing multiple projects at the same time, placing a high priority on excellent customer and client services with the ability to collaborate with various stakeholders, and is able to work with confidential subject matter. The ideal candidate must be well-organized, proactive self-starter, have a keen sense of attention to detail, possesses excellent verbal and written communication skills, and interpersonal skills. The successful candidate must exercise good judgment, be a critical thinker and problem-solver, work well under pressure, be very proficient with various Microsoft applications, and maintain flexibility to new and changing environments while tasked to lead initiatives that support the team.

Staff Relationships:
• Reports to: Director of COEdu Operations
• Performance assessed by: Director of COEdu Operations
• Supervises and assesses: N/A
• Hired/appointed by: Director of COEdu Operations

Exempt/Non-exempt? Non-Exempt

Salary Level: Staff Level 2

POSITION RESPONSIBILITIES:

A. Provide assistance for COEdu Operations and apprise Director of COEdu Operations of situations and concerns
B. Provide customer service to COEdu personnel, online students, clients, and vendors
C. Performs general clerical functions for Concordia Online Education (e.g., scheduling, copying, faxing, data entry, filing, etc.)
D. Greets and directs visitors; answers phone and takes messages
E. Resolves routine questions and problems, and triage more complex issues to supervisor or appropriate department/personnel
F. Receives a variety of items (e.g., mail, special deliveries, packages, supplies, etc.) for the purpose of distributing materials to appropriate parties
G. Submit work orders to Physical Plant Services for office facilities
H. Assist with building services (e.g., create signs, wipe down counters, run dishwashers, water plants, laundry)
I. Maintains inventory of supplies and equipment; orders supplies when necessary; completes, processes and maintains paperwork for purchasing (e.g., orders, requisitions, invoices)
J. Arranges and coordinates meetings (including space and equipment)
K. Procure and set up necessary food/catering or gift items for various meetings, seminars, retreats, orientations, celebrations, etc.
L. Manage relationships with publishers
M. Process and maintain textbook adoption database for online courses
N. Order textbooks for instructional design team, instructors and course writers
O. Assist in mass mailings (thank you cards, faculty and student notifications, etc.)
P. Provide student information to COEdu personnel as needed utilizing Banner and reports
Q. Conduct research as needed
R. Perform other duties as assigned

MINIMUM REQUIREMENTS/QUALIFICATIONS:
This individual must be self-motivated, self-directed, a skilled listener and problem solver, possess strong written and oral communication skills, flexible, and able to adapt to job changes as responsibilities are refined and developed with the increasing enrollment in online programs. The individual must also be willing to attend training sessions, and professional development as demands of the position require. Other requirements are as follows:

- Bachelor's degree or equivalent education and experience preferred
- Minimum 2 years relevant experience in higher education preferred
- Proficiency in MS Office 2013
- Strong organizational and planning skills
- Aptitude for effectively utilizing computerized administrative information and data processing system; Banner experience preferred.
- Ability to work independently and as a part of a team.

Critical skills for this position:
The Administrative Assistant will meet the entirety of critical and physical skills for this position.

- MS Office
- Desktop Publishing
- Banner
- Blackboard or other LMS
- Ability to drive a vehicle
- Possess a valid driver's license
- Network Drives

Physical demands of the position:

- Repetitive motions sitting at keyboard
- Rising and sitting repeatedly
- Climbing stairs
- Walking indoors or outdoors
- Ability to lift 35 pounds
- Ability to lift, pull, grasp, stoop and reach within an office environment
- Ability to sit for extended periods of time
- Ability to speak and hear
Assessment schedule:
Every six months for the first year, annually thereafter

Attitude and demeanor of all Concordia University employees:
As part of a work environment that highly values Christian education, educational excellence and service to students, the Administrative Assistant, COEdu will:
- Publicly support the mission of Concordia University
- Communicate effectively with warmth, sensitivity, and understanding as s/he deals with administrative colleagues, teachers, students, parents, faculty, college personnel and program associates
- Work as a team member in a professional environment
- Possess a "service attitude" (willingness to be flexible to meet the needs of the department)
- Have a professional physical appearance (appropriate clothing, personal hygiene, etc.)