



NATIONAL AMERICAN UNIVERSITY

POSITION DESCRIPTION Colorado Springs Campus

To apply submit an employment application ([click here for application](#)), resume, and letter of interest to: Campus Executive Officer
1915 Jamboree Drive, Ste. 185, Colorado Springs, CO 80920

I. POSITION TITLE: Office Coordinator

II. EMPLOYEE CLASSIFICATION: Administrative

III. JOB CLASSIFICATION: Nonexempt

IV. ACCOUNTABLE/REPORTS TO: Campus Executive Officer

V. POSITIONS REPORTING TO THIS POSITION: None

VI. DUTY HOURS: 40 hours per week/variable plus any additional hours necessary to complete job assignments from time to time. Evening, day or weekend hours as defined by the director of admissions or campus executive officer.

VII. MINIMUM REQUIREMENTS:

EDUCATION: High school diploma or GED required; post-secondary business diploma or associates degree in related field preferred.

EXPERIENCE: One year previous administrative or customer service experience preferred.

PHYSICAL: Good eye sight, good verbal communication skills, listening, writing skills, hand/eye coordination, reaching, hand-wrist-finger dexterity, editing, proofreading, ability to exert force to lift and/or move objects up to 25 lbs. on occasion, typing, keyboarding, cleaning, balancing, filing, dialing, collating, bending over, stapling, walking, pushing, carrying, unlocking, repetitive motions, turning, opening, stooping, standing, sorting and sitting.

SKILLS EXPECTATIONS: Must possess excellent communication and telephone answering/coordination skills. Must be able to function in a setting where multi-tasking is required. Must possess excellent computer skills and be able to operate Windows environment to include MS Word, Excel and Outlook. Must possess excellent organizational and general clerical skills and have good spelling and grammar.

VIII. BASIC FUNCTION/PURPOSE OF THE POSITION: To greet and serve students, potential students, faculty, staff and other customers in a positive, friendly, customer-service oriented and efficient manner and to provide administrative support to the director of admissions and campus executive officer and other staff/faculty as required. To document and coordinate admissions lead tracking information, enter lead information into the campus database in timely manner in

support of the mission of the university as defined by the university president and the board of governors.

IX. DUTIES/RESPONSIBILITIES/EXPECTATIONS OF THE POSITION:

- * A. Function as administrative assistant to the director of admissions and campus executive officer.
- * B. Greet all visitors, staff, faculty and students of the university in a friendly and customer service oriented manner. Serve as contact for the university in relaying information to students by phone, email or in person.
- * C. Set up academic, financial aid and student accounts, program specific files on all new, re-entry or re-enroll students and send series of letters.
- D. Have each new prospect fill out the College Career Interview Sheet.
- * E. Manage and route all incoming telephone calls to the university. Track all lead inquiries as defined by the campus or director of admissions. Follow designated phone script as defined by the director of admissions.
- * F. Monitor and input attendance into CampusVue.
- * G. Maintain university files as directed by the campus executive officer.
- J. Process all incoming and outgoing mail. Assist with direct/bulk mail efforts as well as coordinating re-entry, birthday and referral mailings.
- K. Send designated faxes and make copies for students, faculty and staff as needed.
- L. Take minutes at weekly staff meetings.
- * M. Process invoices for payment.
- * O. Enter data for Campus Vue, to include quick leads, admissions packets, registrations, and various other data as needed.
- P. Inform the departments of appointment or walk-in arrivals.
- Q. Ensure the doors to the campus, library and LRC are opened first thing in the morning.
- R. Maintain presence at the front desk unless on a break with back-up in place.
- * S. Order transcripts. Send and receive academic correspondence and maintain logs.
- * T. Attend weekly admissions meetings and report transcript status of students.
- U. Assist instructors and/or staff, as needed.
- V. Order and track inventory of office supplies.
- * W. Prepare overnight packages to be sent to Central Administration.

X. Other duties as assigned by director of admissions or campus executive officer.

X. COOPERATIVE RELATIONSHIPS WITH THE FOLLOWING:

- A. All personnel and students of National American University.
- B. All accreditation and regulatory bodies at the state and federal levels.
- C. All community constituents.

XI. LIMITS OF AUTHORITY: As defined by the policies, procedures and practices of the university and/or university president.

National American University reserves the right to alter this position's job description/job duties to meet the needs and goals of the institution.

* Denotes essential elements of the position.