



# NATIONAL AMERICAN UNIVERSITY

## POSITION DESCRIPTION

System – Wide

To apply, submit an employment application ([click here for application](#)), resume, and letter of interest to: **Regional Vice President – St. Louis**  
**401 NW Murray Road, Lees Summit, MO 64081**

**I. POSITION TITLE:** Administrative Assistant I

**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 campus executive officer.

**VII. MINIMUM REQUIREMENTS:**

**EDUCATION:** High school diploma or GED equivalent 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 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 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 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. Take student absentee calls and fill out appropriate forms.
- \* E. Manage and route all incoming telephone calls to the university. Track all lead inquiries as defined by the campus or regional director of admissions. Follow designated phone script as defined by campus executive officer.
- F. Monitor and input attendance into CampusVue.
- I. 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 if applicable.
- M. Process invoices for payment if applicable.
- N. Other duties as assigned by supervisor.

**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.