I. POSITION TITLE: Nursing Program Administrative Assistant

II. EMPLOYEE CLASSIFICATION: Classified

III. JOB CLASSIFICATION: Nonexempt

IV. ACCOUNTABLE/REPORTS TO: Nursing Program Chair and SON Project Manager (dotted-line coordination in connection with SON administrative practices and procedures)

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 nursing program chair.

VII. MINIMUM REQUIREMENTS:

EDUCATION: Post-secondary business diploma or associate degree in related field preferred; high school diploma or GED equivalent required.

EXPERIENCE: Two-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 nursing program chair and other staff/faculty as required. To document and coordinate admissions lead tracking information, enter lead information into the campus database and other matters as assigned in support of the mission of the School of Nursing and 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:
(Essential elements of the position)
A. Function as nursing program administrative assistant to the nursing program chair and faculty.

B. Maintain the SON documentation and work under the direction of the SON project manager.

C. 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.

D. Set up nursing student program specific files on all new, re-entry or re-enroll students and send series of letters.

E. Take nursing student absentee calls and fill out appropriate forms.

F. Manage and route all incoming telephone calls to the nursing program. Track all lead inquiries as defined by the campus or regional director of admissions. Follow designated phone script as defined by the nursing program chair.

G. Monitor and input attendance into CampusVue.

H. Maintain university files as directed by the nursing program chair.

I. Process all incoming and outgoing mail pertaining to nursing. Assist with direct/bulk mail efforts as well as coordinating re-entry, birthday and referral mailings.

J. Send designated faxes and make copies for nursing students, faculty and staff as needed.

K. Take meeting minutes if applicable.

L. Process invoices for payment if applicable.

M. Proctor standardized computer exams if applicable

N. Other duties as assigned by the nursing program chair.

X. COOPERATIVE RELATIONSHIPS WITH THE FOLLOWING:
A. Nursing faculty and nursing program chair
B. School of Nursing Executive Committee and dean
C. Administration, faculty, staff and students of the university
D. Clinical site management and employees, business people, clients and customers
E. All accreditation and regulatory bodies at the state and federal levels.

**XI. LIMITS OF AUTHORITY:** As defined by the policies, procedures and practices of the School of Nursing, 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.

I have reviewed and comprehend the responsibilities of the nursing program administrative assistant position. Upon acceptance of this position, I acknowledge and accept these responsibilities.

Signed:__________________________________________  Date:__________________