

Job Description

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| Job Title: | Administrative Associate |
| Department: | Administration |
| Job Category/ FLSA Status: | Full Time / Non-Exempt |
| Accountability: | Campus Dean |
| Authority: | None |

Position Description: This position provides administrative support to the CBS-Indianapolis campus, plus the Student Success Specialist and the Financial Aid teams. In addition to these duties, this position functions as the main receptionist and phone support for the Indianapolis Campus.

Major/Essential Functions:

- Answers and directs incoming calls.
- Provided administrative and office assistance in the preparation of correspondence, interacting with internal and external contacts, and assisting with projects.
- Assists in appointment schedules and arranging meetings for the Indianapolis management team.
- Assist in the planning and coordination of the College of Biblical Studies Indianapolis campus.
- Communicates information to faculty, staff, and students as directed.
- Drafts press releases, media alerts, public service announcements, fact sheets, articles and photo captions.
- Prepares meeting agendas and meeting minutes for principals.
- Receives and distributes messages, incoming mail, and prepares outgoing mail.
- Maintains the Indianapolis calendar
- Ensures compliance with the Family Education Rights and Privacy Acts (FERPA) as it relates to the assigned areas of responsibility.

Duties/Responsibilities:

- Greets incoming visitors directs inquiries to appropriate staff.
- Provides information and assistance to walk-in students and guests.
- Maintains the reception area and workroom.
- Produces customer service reports.
- Contacts students via telephone, letters, and email.
- Answers, screens and routes calls to appropriate individuals in the College.
- Provides general information and directions to students and guests about the College of Biblical Studies.
- Maintains office supplies for all departments.
- Monitors departmental copiers & printers for service needs.
- Maintains and reports customer service statistics.

- Receives and distributes incoming mail.
- Maintains reception area and workroom.
- Coordinates weekly staff meetings.
- Manages correspondence and operational records
- Maintains electronic and physical filing systems.
- Monitor administrative, academic and facilities calendars
- Performs related duties as required.

Qualifications:

Required:

- High School Diploma and 3-5 years of administrative experience.
- Be a committed Christian and in good standing with a local church.
- Be in complete agreement with the doctrinal position of the college and able to sign its doctrinal statement without reservation.

Preferred:

- Associates Degree or higher from an accredited institution of higher education.
- Bilingual in English and Spanish (speak, read, and write)

Equipment/Skills/Knowledge needed to perform job (i.e., vehicle, MS Word, License, etc.):

- Knowledge of FERP A and other applicable laws.
- Proficiency in Microsoft Office Business desktop tools to include Word, Excel, PowerPoint, Outlook, as well as electronic communications such as e-mail, calendars, etc.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of students or employees of the college.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Proficiency in Microsoft Office Business desktop tools to include Word, Excel, PowerPoint, Outlook, as well as electronic communications such as e-mail, calendars, etc.
- Ability to learn various software and systems as required by the college or service providers.

Measurable Expectations/Fiscal Responsibilities (i.e., quarterly reports, annual events, etc.):

- Prepare annual, quarter and monthly reports for internal and external constituents.
- All additional measurements of expectation and performance will be designed, documented and implemented as deemed appropriate to this position.

Mobility/Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Employee must sit, stand and walk.
- Employee must talk and listen via face-to-face contact and telephone.
- Employee may be required to lift and/or move up to 35 pounds.

Working Conditions/Environment (i.e., necessary travel, unusual hours, etc.):

- Typical academic education environment
- Able to work various schedules to support faculty, staff and students.
- Able to work days and evenings (including occasional Saturday workshops and forums).

Security Sensitive: YES

Statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, this job description does not establish a contract for employment and is subject to change at the discretion of CBS.

Believing that God values and calls men and women from every language, people and nation into His kingdom, CBS is committed to cultivating and maintaining an ethnically diverse educational and work environment that motivates and retains God's chosen individuals. CBS does not discriminate on the basis of race, sex, color, age, national or ethnic origin, veteran, marital status, or physical or mental disability in the administration of its employment policies except as such conditions may constitute bona fide occupational or assignment limitation.