

Job Description

Job Title:	Administrative Associate
Department:	Administration –CBS Indianapolis
Job Category/ FLSA Status:	Administration / Non-Exempt
Accountability:	Assistant Dean, Enrollment and Operations Services
Authority:	None

Position Description: The Administrative Associate provides administrative support to the Dean of Indianapolis, Assistant Dean of Enrollment and Operations, and the location teams. In addition to these duties, this position functions as the main receptionist and phone support for the Indianapolis Campus.

Major Functions:

- Greets incoming visitor's answers and directs incoming calls.
- Provides information and assistance to walk-in students and guests.
- Contacts students via telephone, letters, and email.
- Supports leadership in the development, implementation of plans, goals and objectives to facilitate the changes in policies, procedures and processes for continual quality improvement.
- Ensures compliance with the Family Education Rights and Privacy Acts (FERPA) as it relates to the assigned areas of responsibility.

Duties/Responsibilities:

- Produces letters and emails as directed by leadership assists with special projects and mail outs.
- Maintains office supplies for all departments.
- Monitors departmental copiers & printers for service needs.
- Maintains and reports customer service statistics.
- Produces customer service reports.
- 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 or the equivalent 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 from an accredited institution of higher education and 3-5 years of administrative experience in an institution of higher education.

Equipment/Skills/Knowledge needed to perform job (i.e., vehicle, MS Word, License, 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.
- Develop and manage annual operating budgets to achieve both financial and operational goals and objectives.
- 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 educational office environment

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.