

Administrative Assistant, Knight School of Communication

SUMMARY: This full-time, benefits-eligible position reports to the Dean of the Knight School of Communication and serves as the primary administrative support for the Dean. This position ensures efficient administrative management of Knight School programs and supports unit leaders. This position works collaboratively with program directors, faculty, staff, and students to support academic unit needs. *This position is not exempt from provisions of the Fair Labor Standards Act (FLSA) and is eligible to earn overtime pay or compensatory time off for additional hours worked.*

Essential Duties and Responsibilities:

Administrative Support for the Dean:

- Provide high quality, timely administrative support for the Dean.
- Process financial transactions, monitor budgets and prepare relevant reports.
- Coordinate individual and group meetings for internal and external constituents and manage correspondence.

Administrative Support for Academic Programs:

- Provide high quality, timely support for unit leadership.
- Administrative support for undergraduate and graduate programs (e.g., soliciting course syllabi from part and full-time faculty, coordinating student appeal and hearing correspondence, mailings, scheduling, room reservations, book ordering, etc.).
- Assist with school and program specific events and ceremonies, including pre-event communication.

Ensure the Knight School Dean's Office and Units Operate Efficiently:

- Monitor and coordinate Knight School internal and external communication, including taking accurate meeting minutes.
- Maintain accurate curricular records and respond to inquiries regarding academic policies and procedures.
- Administer the adjunct faculty contracting process, including creating, distributing, collecting, and filing contracts.
- Order and manage office supplies.

Coordinate Program Processes:

- Coordinate scheduling for the Podcast Room and Knight specific equipment use.
- Facilitate and manage onboarding processes for new full-time and adjunct faculty.
- Coordinate Dean's List notification mailings and Honor Code correspondence and paperwork
- Organize and maintain filing systems, including personnel files, student records, course information, syllabi, forms, and reports.
- Assist the Knowledge Rate Task Force with gathering data on recent student graduates.
- Create itineraries and oversee pertinent arrangements for visiting candidates and speakers.

- Assist with faculty work requests, such as travel expenses, reimbursements, and room reservations, as workload allows.

Non-Essential Duties

- Other duties and special projects may be assigned to meet department and university needs.

Experience, Knowledge & Skills Required

- Minimum of 2 years of relevant experience, preferably in higher education
- Expertise in Microsoft Office suite, particularly Outlook, Excel, Word, and PowerPoint
- Excellent verbal and written communication skills
- Strong interpersonal skills with the ability to interact effectively with others at all levels within the University, including faculty, staff, parents, students, and vendors
- Ability to quickly learn and assimilate new systems and information
- Ability to consistently exercise considerable tact, judgment, and diplomacy while maintaining exemplary poise and professionalism
- Must possess a strong, self-driven work ethic that includes taking initiative and seeing assignments through to completion
- Proven ability to maintain discretion and integrity, especially pertaining to confidential matters; FERPA knowledge a plus
- Excellent customer service orientation, responding to requests in a helpful and accurate manner, striving to exceed expectations
- Excellent attention to detail, accuracy, and timeliness
- Proven ability to work independently and as part of a team
- Ability to accept direction on assignments and respond appropriately to feedback
- Commitment to the University's inclusive mission
- Bachelor's degree or equivalent combination of education and experience

Application Process

Qualified candidates should submit the documentation listed below via email to hr@queens.edu in (.doc) or (.pdf) format. Incomplete applications will not be considered. Include the following:

1. A cover letter addressing the position qualifications and experience
2. Current résumé or CV
3. Salary requirements
4. Contact information for three professional references.

Be sure to include “**AA-KSOC**” and **YOUR NAME** in your email Subject Line.
(**Example:** AA-KSOC Shawn Mullin)

Applications received by September 15, 2021, will receive first consideration. Queens will continue to accept applications until the position is filled.

About Queens University of Charlotte

Located in the heart of the nation's second fastest growing metropolitan area, Queens University of Charlotte leverages the city's diverse and thriving environment as an extended classroom. Nationally recognized for undergraduate programs in international and interdisciplinary education, Queens blends the best of liberal arts learning with professional preparation and community engagement. Focused on supporting success for diverse learners, faculty build close and collaborative relationships with students and help them build intentional and individualized roadmaps for flourishing at Queens and beyond. At the graduate program level, the University offers innovative educational experiences that help learners advance professionally and retool for new opportunities. Our environs afford faculty myriad opportunities to advance their own professional growth and teaching and research interests by collaborating with vibrant industry, non-profit, and community organization sectors.

Because of our history of innovation and our legacy of strong leadership, **Queens is positioned to be among the new forerunners of American higher education.** This is a defining moment for Queens. While other institutions are focused on sustaining and surviving, we are thinking much bigger. Institutions that understand what is needed and are willing to reimagine what is possible can position themselves to thrive and strengthen their market position after the pandemic with innovative approaches that are deeply connected to the world and its greatest challenges.

By 2030, **Queens aspires to become the leading, private, national university of Charlotte** with deep, meaningful, and reciprocal connections to the needs of our local community and economy; inventive and multidisciplinary academic programs that are connected to the world's most pressing challenges and biggest areas of opportunity; a fully connected, integrated, and innovative set of experiences that support holistic wellness and wellbeing; a culture of continuous improvement and investment that enables faculty and staff to flourish and achieve their full potential; and a comprehensive approach to diversity, equity, and inclusion that begins on campus and radiates throughout the community.

Benefits

Queens offers comprehensive benefits to eligible employees, including: medical, dental and vision insurance, domestic partner benefits, defined contribution (matching) and supplemental 403(b) retirement plans, vacation and generous paid holidays, tuition remission and tuition exchange, Queens-paid life insurance, supplemental life insurance, dependent life insurance, accidental death and dismemberment insurance, flexible spending accounts (medical, dependent care, Health Savings Account), sick leave and long-term disability leave, paid parental leave, FMLA leave when eligible, reduced cost meals at Morrison Dining Hall, employee assistance program (EAP), free access to the Levine Center, wellness programs. In addition, employees may choose benefits such as pet insurance, critical care insurance and legal assistance.

Queens University of Charlotte is an equal opportunity employer and is firmly committed to supporting and celebrating all forms of diversity. Queens does not discriminate on the basis of race, color, gender, sex (including pregnancy, child birth and conditions related to pregnancy or

child birth), sexual orientation, gender identity or expression, religion, age, national origin, disability, political beliefs, veteran status, genetic information or any characteristic protected by law in the administration of its educational and admissions policies, scholarship and loan programs, athletic programs, employment and hiring policies, or other University-administered programs.

Any individual with a disability who needs any reasonable accommodation under the Americans with Disabilities Act to apply for a position or otherwise to participate in Queens' job search/selection process should contact the Director of Human Resources at 704.337.2222.

Physical Requirements (*with or without reasonable accommodation*)

- *Visual Abilities:* Read reports, create presentations, and use a computer system.
- *Hearing:* Hear well enough to communicate with co-workers, vendors, and students.
- *Dexterity, Grasping, Feeling:* Write, type, and use the telephone, copier, and computer systems.
- *Mobility:* Open files and operate office machines; move between departments and attend meetings across campus.
- *Talking:* Frequently convey detailed or important instructions and ideas accurately, loudly, or quickly.
- *Lifting, Pulling, Pushing:* Exert up to 30 pounds for force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- *Cognitive/Emotional:* Ability to critically think and concentrate. Must be able to respond quickly to changes in conditions.

Work Conditions

- Must be willing and able to work a flexible schedule to meet requirements of the position, including occasional evenings and/or weekends.
- Must be able to work in office environment with open borders (no office) while having contact with faculty, staff, and students
- Work in office environment, involving contact with students, faculty, staff, service providers and vendors.
- Work has deadlines, multiple interruptions, high volume and may be stressful at times.

This description is not intended to be an all-inclusive list of the duties and responsibilities of this positions, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended to describe the general nature of this position.