

Administrative Assistant, Academic Affairs (AA-OAA)

Summary: This is a full-time position reporting directly to the Provost & Vice President for Academic Affairs. This position is the main administrative support for the Provost and assists in ensuring efficient management of the Academic Affairs Office.

The Provost oversees all academic operations of the University. Direct reports include the Assistant Provost for University Programs, the Assistant Provost for Online Learning & Graduate Studies, all academic deans, the Director of General Education, the University Librarian, and the Associate Dean for Student Success, among others. *This position is not exempt from provisions of the Fair Labor Standards Act (FLSA) and is eligible to earn overtime pay for hours worked above 40 in a single work week.*

Essential Duties and Responsibilities include:

Administrative Support for the Provost/VPAA:

- Manage the Provost's calendar, including setting individual and large group meetings for internal and external constituents and ensuring the schedule is followed
- Support the Provost in preparing for meetings with external guests (secure room, prepare agenda and supporting materials, parking accommodations, meals, etc.)
- Manage all incoming materials requiring the Provost's review and signature and accurately process/file electronic and hard copy files as required (PO requests, travel reimbursements, contracts, affiliation agreements, stipends, etc.)
- Make complex travel arrangements for the Provost and others as assigned
- Reconcile Provost's purchasing card monthly and collect/review same from direct reports
- Draft, edit, and process correspondence on behalf of the Provost

Ensure the Office of Academic Affairs Operates Efficiently:

- Oversee and manage the Academic Affairs and Faculty Development budgets (research discrepancies, prepare transfers and submit reallocations as needed)
- Schedule and organize retreats/meetings for the Academic Affairs Office staff as needed
- Create itineraries and oversee pertinent arrangements for visiting candidates and speakers
- Maintain and manage filing systems
- Manage office supplies and maintain storage closet
- Assist the Executive Assistant to the Provost/VPAA as needed

Coordinate Special Awards and Events:

- Serve on the Commencement Planning Team
- Manage annual Hunter-Hamilton Love of Teaching Award process and additional faculty commencement awards
- Work collaboratively with the President's staff on events and scheduling
- Coordinate annual faculty events and celebrations

General

- Work collaboratively with other staff to ensure office coverage during business hours
- Serve as a knowledgeable resource for the office for inquiries, requests, and complaints
- Open and review external and inter-office mail

Secondary Duties and Responsibilities:

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

Experience, Knowledge and Skills Required:

- Minimum of 3 years of relevant experience, preferably in higher education
- Expertise in Microsoft Office suite, particularly Outlook, Excel, Word, and PowerPoint
- Experience making complex travel arrangements and event planning
- Experience accurately and timely reviewing and reconciling budgets
- Ability to quickly learn and assimilate new systems and information
- Ability to consistently exercise considerable tact, judgment and diplomacy while maintaining exemplary poise and a professional image
- Must be able to work in a fast-paced environment with demonstrated ability to handle multiple competing tasks and demands and constantly changing priorities
- Ability to learn how to effectively anticipate the needs of the Provost
- Must possess a strong, self-driven work ethic and love taking initiative and seeing things through to completion
- Must demonstrate a good sense of humor and ability to roll with the unexpected
- Solid problem-solving skills and the ability to analyze components and arrive at a logical course of action while knowing when to ask for assistance or direction
- Strong interpersonal skills with the ability to deal effectively with all levels within the University, including faculty, staff, parents, students, and vendors
- Proven ability to maintain the utmost discretion and integrity, especially pertaining to confidential matters; FERPA knowledge a plus
- Proven strong customer service orientation that responds to requests in a helpful and accurate manner, striving to exceed expectations
- Commitment to the University's inclusive mission
- Excellent verbal and written communication skills and a gift for identifying information that should be escalated immediately
- Excellent attention to detail, accuracy, and timeliness
- Excellent follow-up and follow-through skills
- Proven ability to plan, organize and control large and small projects through to completion
- Proven ability to work independently and as part of a team
- Ability to accept direction on assignments, building support from colleagues where applicable
- 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. Queens will continue to accept applications until the position is filled. Include the following:

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

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

Applications received by April 23, 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.

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 – 75-100% of the time
- *Hearing:* Hear well enough to communicate with co-workers, vendors, and students – 75-100% of the time.
- *Dexterity, Grasping, Feeling:* Write, type, and use the telephone, copier, and computer systems – 75-100% of the time.
- *Mobility:* Kneel for physical inspection of storage areas; Open files and operate office machines; move between departments and attend meetings across campus – 50-74% of the time.
- *Talking:* Frequently convey detailed or important instructions and ideas accurately, loudly, or quickly – 75-100% of the time.
- *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 – 50-75% of the time.
- *Cognitive/Emotional:* Ability to critically think and concentrate. Must be able to respond quickly to changes in conditions – 75-100% of the time.

Work Conditions

- Must be willing and able to work a flexible schedule to meet requirements of the position, including early mornings, nights, and weekends.
- Must be able to work in office environment with open borders (no office) while having contact with board members, faculty, staff, students, parents, service providers and vendors on any given day.
- Work has deadlines, multiple interruptions, high volume and can be stressful.

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.