

Administrative Assistant to the VP of Student Engagement & Dean of Students

Summary: This is a full time, 12-month position responsible for assisting Student Life in coordinating programs and services to best serve Queens' undergraduate student population. This position reports directly to the VP of Student Engagement & Dean of Students. *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:

- Assist the VP/Dean and Associate Dean of Students by providing all administrative and clerical support for Student Life.
- Participate in planning, implementing, and evaluating Student Life sponsored events and activities including ROAR, Welcome Week, Family Weekend, Student Life Awards, Student Leadership Selection process, and 1-2 Sexual Misconduct Educational Awareness campaigns. These events may require evening and/or weekend work.
- In consultation with the VP of Student Engagement and Associate Dean of Students, train and supervise 8 – 10 work/study students.
- Serve as editor for the student QNews communication tool for Student Life.
- In conjunction with the Assistant Dean for Student Engagement, oversee the credit card reconciliation for clubs and organizations.
- Manage and market the Service Referral List on campus and to the community.
- Manage student records and disciplinary files (requires utmost discretion and confidentiality).
- Take notes in Student Life staff meetings and produce and distribute a timely and accurate summary following every meeting.
- Oversee the updating of the on-line Student Handbook and Student Life employee handbook each summer.
- Serve as a warm and welcoming front-desk contact in assisting students, faculty, staff, and other visitors to the Department of Student Life.
- Provide on-going support to Student Life as needed.

Secondary Duties and Responsibilities:

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

Experience, Knowledge and Skills Required:

- Approximately 3 years of relevant experience, preferably in higher education
- Expertise in Microsoft Office suite, particularly Outlook, Excel, Word, and PowerPoint (experience with web design a plus)
- Experience accurately and timely reviewing and reconciling credit card statements
- Excellent verbal and written communication skills and a gift for identifying information that should be escalated immediately

- Skill in respectful, tactful, and sensitive interactions with people who are diverse in their academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds
- Must demonstrate a good sense of humor and ability to roll with the unexpected
- Must enjoy working with college-aged students!
- Ability to learn how to effectively anticipate the needs of the VP of Student Engagement/Dean of Students
- Ability to quickly learn and assimilate new systems and information
- Must possess a strong, self-driven work ethic and love taking initiative and seeing things through to completion
- Must be able to work in a fast-paced environment with demonstrated ability to handle multiple competing tasks and demands and constantly changing priorities
- Excellent attention to detail, accuracy, and timeliness
- Proven strong customer service orientation that responds to requests in a helpful and accurate manner, striving to exceed expectations
- Proven ability to plan, organize and control large and small projects through to completion; excellent follow-up and follow-through skills
- Proven ability to work independently and as part of a team
- 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
- 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, experience, and interest
2. Current résumé
3. Salary requirements
4. Contact information for three professional references.

Be sure to include “**AA-SESL**” and **YOUR NAME** in your email Subject Line.

(**Example:** AA-SESL Nolan Wesley)

Submissions received by June 11, 2021 will receive first consideration. Queens will continue to accept submissions 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.

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- *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 of 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 occasional nights or weekend work.
- Must be able to work in office environment while having contact with students, faculty, staff, 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.