

# OFFICE ASSISTANT (Central Office) 2013-2014

# **Note to the Applicant:**

The Department of Residential Life is pleased with your interest in becoming an Office Assistant. Before beginning the application process, please carefully review the Position Overview and Eligibility Requirements. If you qualify and remain interested, thoroughly complete and submit the application along with the supplemental application materials.

\*Please note that incomplete applications will not be reviewed by the hiring team.

## **Position Overview:**

The Department of Residential Life employs Office Assistants to help successfully complete the daily activities and tasks of the Central Office. Office Assistants may also be assigned to specific staff members to assist with their roles and responsibilities and lead various projects. Office Assistants must possess a high level of confidentiality; exhibit professionalism that is combined with maturity and interpersonal skills; and must have the ability and integrity to work independently. Office Assistants will need to be able to multi-task and process the expectations of various professional staff members.

#### **Eligibility Requirements:**

All applicants must:

- Submit a completed application with supporting documents to the Office of Residential Life by the deadline (see application for deadline date). \*Late applications will **NOT** be accepted.
- Be enrolled at North Carolina Central University as a full-time student. Summer applicants must be enrolled for at least 3 hours in either Summer Session I or II.
- Have a cumulative grade point average (GPA) of 2.7 or higher.
- Have no record of University disciplinary action at the time of application or during appointment.
- Be able to attend Summer Training on Saturday, May 18, 2013 or Fall Training beginning Sunday, August 4, 2013 through Saturday, August 10, 2013.
- Have the flexibility to work during regular business hours (between 8:00 a.m. 5:00 p.m.) and evening hours as needed.
- Possess and exhibit strong verbal and written communication skills.



# DEPARTMENT OF RESIDENTIAL LIFE

#### Preferred candidates will:

- Have the availability to work the maximum number of hours allowed (20 hours per week).
- Have basic knowledge of Microsoft Office (namely Word, Excel, and PowerPoint).
- Be effective in multi-tasking.
- Maintain the flow of work and productivity during peak-seasons.
- Have interpersonal skills that will foster a positive work environment, team work, and productivity.
- Possess conflict-resolution skills.
- Have an interest in the helping profession and/or business administration.
- Be available to work occasional evening and weekend hours, as needed.
- Maintain a professional demeanor at all times.
- Uphold a consistently respectable image in the office and in the community abroad.

## **General Responsibilities:**

- Assist supervisor and other Residential Life staff in daily tasks and functions of The Department, as requested.
- Provide assistance to callers and walk-in visitors with their questions or concerns regarding housing policies, procedures, events, issues, etc. and/or direct them to appropriate staff.
- Perform clerical duties including, but not limited to, answering phones, making copies, filing, and scanning documents.
- Make deliveries to various campus offices.
- Retrieve and input data from and into Banner and Residential Life Management System.
- Assist in the creation of the monthly newsletter.
- Enter information into Eagle's Purch.
- Perform budgetary inquires in Banner.
- Check payment status of invoices.
- Complete all other duties assigned.