



## Position/Job Description Administrative Assistant

### APPLICATION PROCESS AND HIRING TIMELINE INFORMATION

To apply for this position you should submit a [KWU Employment Application](#), cover letter, resume/curriculum vitae, and your salary requirements. Please email your application materials to [hr@kwu.edu](mailto:hr@kwu.edu).

In your cover letter please pay special attention to matching your actual qualifications to the required qualifications listed in this Job Description. Make sure you reference the position title on the subject line of your email. No phone calls please.

The timeline for filling this job is:

- Applications will be taken until job is filled.
- Interviews will begin when qualified applicants are identified and continue until the job is filled.
- The job starts as soon as possible.

**KWU is an Equal Opportunity Employer and encourages diversity in employment.** We will check past employers and personal references. We will acknowledge receipt of your application as soon as we receive it.

### ADMINISTRATIVE INFORMATION

**POSITION TITLE:** Administrative Assistant

**POSITION'S OPERATING GROUP:** Business Office

**GROUP'S PURPOSE AND MAJOR RESPONSIBILITIES:** The purpose of the Business Office group is to provide and manage the financial and supporting operational services of the university. Major responsibilities include: 1) recording all financial transactions in an accurate and timely manner, 2) producing the university's financial statements and reports in an accurate and timely manner, 3) providing financial budgeting, analysis, and compliance reports and services, 4) managing university assets, liability, and equity accounts, and 5) managing supporting services to include the Post Office, Bookstore, Information Technology, and Facilities.

**POSITION'S DEPARTMENT:** Business Office

**DEPARTMENT'S PURPOSE AND MAJOR RESPONSIBILITIES:** To provide accurate and timely recording of all financial transactions related to the university and the creation of accurate and timely financial reports (Income Statement, Balance Sheet, Cash Flow Statement, etc.) which provide senior management the information necessary for effective and efficient financial analysis and decision-making.

**POSITION'S DIRECT SUPERVISOR:** Controller

**DATE POSITION LAST REVIEWED OR ANALYZED:** October 2022, Revised by Becky Mathews (HR), Annetta Flax (Controller), and Rhonda Bethe (CFO)

**POSITION'S EMPLOYMENT STATUS:** Full-Time, Staff, Non-Exempt, At-Will

**POSITION'S SALARY OR SALARY RANGE AND BENEFITS:** Salary to be determined at hiring based on the person's qualifications and experience.

## POSITION INFORMATION

**POSITION'S SUMMARY:** Represent Kansas Wesleyan University as the first point of contact for the Business Office. Advance the mission of Kansas Wesleyan University primarily through managing and operating the university phone system.

**POSITION WORKS WITH:** This position works directly with all offices on campus. In addition, the Business Office works as a team and each member steps in to assist any and all students, faculty, and staff, no matter the subject matter.

**POSITION'S STAFF AUTHORITY:** None

**POSITION'S BUDGET AUTHORITY:** None

**POSITION'S PHYSICAL WORKING CONDITIONS:** 90% Office environment and 10% campus environment. Position requires standing, sitting, stooping, filing, keyboarding/typing, speaking, seeing, hearing, walking and other similar motions and activities.

**POSITION'S UNUSUAL HAZARDS OR WORKING CONDITIONS:** Must handle confidential information in an open office environment.

**POSITION'S EQUIPMENT:** University phone system and desk top computer.

**POSITION'S WORK SCHEDULE:** Monday through Friday 8 a.m. to 5 p.m.

**POSITION'S TRAVEL REQUIREMENTS:** Minimal, and usually related to off-campus personal development or off-campus meetings.

## POSITION DUTIES AND PERFORMANCE STANDARDS

**POSITION'S ESSENTIAL DUTIES: (80%):**

- Operate University phone system
- Provide excellent customer service and supports a positive department environment
- Receive, screen and route telephone calls, visitors, and mail
- Provides courteous, accurate and timely customer service to students, staff and external clients and refers inquiries to appropriate personnel.
- Cash handling and credit card processing

**POSITION'S OTHER DUTIES (20%):**

- Compose various types of letters, reports and statistical data as directed.
- Exercise confidentiality, discretion, and judgment in providing excellent support.

**POSITION'S PERFORMANCE MEASURES AND STANDARDS:** Actual performance measures and standards (goals) will be set at least annually, for each performance measure after consultation with the position holder and their direct supervisor.

## POSITION QUALIFICATIONS

**EDUCATION:**

- MINIMUM REQUIRED: High School Diploma and/or equivalent work experience in a similar role.
- PREFERRED: Associate degree

**CERTIFICATIONS/LICENSES:**

- MINIMUM REQUIRED: None
- PREFERRED: None

**WORK EXPERIENCE:**

- MINIMUM REQUIRED: One to two years of cash handling, credit card processing, and customer service.

- PREFERRED: More than two years of cashing handling, credit card processing, and customer service in a higher education or office environment.

**KNOWLEDGE, SKILLS, ABILITIES, and ATTITUDES – KSAA’s:**

- MINIMUM REQUIRED
  - Demonstrate alignment with the mission and vision of KWU.
  - Demonstrate professional level of oral and written communication skills.
  - Demonstrate commitment to all customers, no matter the question or request, in a position and confident manner.
  - Demonstrate understanding and evidenced ability in applying best practices regarding cash handling and PCI regulations to day-to-day operations.
  - Demonstrate ability to be accurate and timely in processing all forms of payments and journal entries.
  - Demonstrate ability to understanding the entire workflow structure in support of answering a high majority of questions and/or directing requesters to the correct department the first time.
  - Demonstrate ability to produce high quality work while working independently or with limited supervision.
  - Demonstrate ability to separate work from personal relationships in order to serve the customers.
  - Demonstrate ability to maintain a high degree of confidentiality.
  - Demonstrate ability to prioritize multiple and sometimes conflicting projects and responsibilities.
  - Demonstrate proficiency in using Word and Excel, Outlook, and other administrative systems.
  - Demonstrate ability to work well with others and in teams.
  - Demonstrate ability to prioritize duties and to execute detailed work.
  - Demonstrate punctuality and reliability in attendance.

**NOTICE OF SPECIAL POSITION OR EMPLOYMENT REQUIREMENTS**

1. THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LIST OF ALL DUTIES AND RESULTS TO BE PERFORMED IN THIS JOB. DUTIES AND PERFORMANCE STANDARDS MAY BE ADDED, SUBTRACTED, AND/OR CHANGED BY YOUR SUPERVISOR AT ANY TIME DUE TO CHANGES IN DEPARTMENT OR UNIVERSITY REQUIREMENTS.
2. Unless exempt due to an employment contract signed by the President of Kansas Wesleyan University, all employees of Kansas Wesleyan are to be considered as an “at-will” employee.
3. All employees of Kansas Wesleyan University are considered to be “responsible employees” pertaining to Title IX regulations concerning both the prevention and reporting of sexual assault or harassment situations. As such, all employees must communicate with the Title IX Coordinator if they witness or hear about a sexual assault or harassment situation.
4. Kansas Wesleyan University is an equal opportunity employer and complies with EEOC and ADA employment requirements. It is and has been the policy of Kansas Wesleyan University to grant equal opportunity to all qualified persons without unlawful discrimination based on race, color, gender, age, national origin, ancestry, ethnicity, disability, sexual orientation, religion, or veteran status. In order to fulfill its mission as a Christian institution, preference in hiring shall be given to persons who can affirm the Institution’s mission.
5. All “offers of employment” are subject to a criminal background check prior to employment.