

Job Title:**Administrative Assistant, University****Job Description:**

The Department Administrative Assistant provides comprehensive administrative support to the Accounting and Financial Aid departments within the University. This position serves as a key point of contact for students, faculty, staff, vendors, and external partners, ensuring efficient office operations, accurate record management, and exceptional customer service. The ideal candidate is highly organized, detail-oriented, self-motivated, and capable of managing multiple priorities while maintaining confidentiality and professionalism.

Reports to:

CFO, Business Office

Classification:

Staff, Full Time, Non-Exempt

Essential Duties:**Administrative Support**

- Provide administrative support to Accounting and Financial Aid leadership and staff.
- Manage department correspondence, phone calls, emails, and general inquiries.
- Schedule meetings, appointments, and departmental events as needed.
- Prepare, proofread, and distribute reports, letters, forms, and other departmental documents.
- Assist with special projects and departmental initiatives.

Records Management & Document Processing

- Scan, upload, file, and organize physical and electronic records in accordance with university policies.
- Maintain accurate and confidential student, financial, and departmental records.
- Ensure documents are properly filed, archived, and readily accessible.
- Monitor record retention requirements and assist with audits and compliance reviews.
- Verify the accuracy and completeness of documents before processing.

Communication & Customer Service

- Serve as a professional and courteous point of contact for students, faculty, staff, vendors, and external agencies.
- Respond to inquiries in person, by phone, and through email in a timely and professional manner.
- Provide information regarding departmental processes, procedures, and deadlines.
- Escalate complex issues to appropriate personnel when necessary.
- Maintain positive working relationships with internal and external stakeholders.

Accounting Support

- Assist with invoice processing, vendor communications, and purchasing documentation.
- Review invoices and
- Coordinate with vendors regarding payments, account information, and required documentation.
- Assist with maintaining accurate accounting files and reports.

Financial Aid Support

- Assist with processing and tracking student financial aid documentation.
- Monitor student files for completeness and communicate missing requirements.
- Maintain confidentiality of sensitive student financial information.

**Qualifications/
Education:**

- Support Financial Aid staff during peak processing periods and student outreach efforts.
- Assist with document collection, verification, and workflow tracking.
- Assist with Default Management and Prevention Activities

Office Operations

- Ensure office equipment and systems are functioning properly and report issues as needed.
- Support departmental workflow improvements and process efficiencies.
- Perform other administrative duties as assigned

Education:

- Associate degree or equivalent combination of education and experience

Skills & Experience:

Required:

- Minimum of 3 years of progressively responsible administrative support experience.
- Demonstrated proficiency in Microsoft Office Suite, including Word, Excel, Outlook, and Teams.
- Experience managing confidential records and sensitive information.
- Strong organizational, filing, and document management skills.

Preferred

- Experience working in higher education.
- Experience supporting accounting, finance, student services, or financial aid operations.
- Familiarity with student information systems, document imaging systems, and enterprise software platforms.

Knowledge, Skills, and Abilities

- Exceptional attention to detail and accuracy.
- Excellent verbal and written communication skills.
- Strong customer service and interpersonal skills.
- Ability to work independently with minimal supervision.
- Ability to prioritize tasks and manage multiple deadlines simultaneously.
- Strong problem-solving and critical-thinking abilities.
- Demonstrated discretion when handling confidential information.
- Ability to collaborate effectively with diverse groups of students, faculty, staff, and vendors.
- Strong data entry and recordkeeping skills.
- Ability to adapt to changing priorities and departmental needs.
- Commitment to professionalism, integrity, and service excellence.
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Compensation:

CHSU offers a competitive benefits and compensation package. Hourly range for this position is \$19.00 - \$24.00 however, salary is commensurate with experience.

Application Instructions

Interested candidates are to electronically submit a letter of interest, a detailed resume, and the names, titles, and contact information of at least (3) professional references. Please send a completed package electronically to careers@chsu.edu and type **Administrative Assistant** in the subject field of the email.

CHSU is an Equal Employment Opportunity (EEO) employer. CHSU complies with the Employment Eligibility Form (I-9) requirements.