



NAME OF THE POSITION: Student Admin. Assistant: Enrollment
CLASSIFICATION: Federal Work study
EMPLOYER: Charles R. Drew University
DEPARTMENT: Enrollment Management Services
LOCATION: Student Center
WORK HOURS: 20 HOURS A WEEK/Flexible
RATE OF PAY: \$20.00
SUPERVISOR: Keonna Coleman
CONTACT INFO: (323) 357-3637 **Email:** keonnacoleman@cdrewu.edu

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Answer and redirect incoming calls, greet walk-ins and direct them to appropriate department/staff.
- Make outbound calls to applicants to collect supplemental documentation
- Send emails to applicants
- Give campus tours to individuals, small and large groups
- Receive incoming mail and support departments' outgoing mail needs.
- Assist with filing and data entry as needed.
- Maintain and coordinate office supply needs.
- Maintain a working knowledge of campus policies and procedures.
- Enter data into PowerCampus/Recruit CRM database quickly and accurately
- Perform other duties as assigned.

EDUCATION:

- A high school diploma or general education degree (GED) is required; Associates or Bachelor degree desired.

MINIMUM EXPERIENCE/QUALIFICATIONS:

- Minimum of two years' experience working in an office environment using MS Office software packages (Word, Excel, Outlook, etc.)
- Demonstrated ability to work effectively both independently and as part of a team.
- Ability to communicate effectively, both in writing and orally
- Ability to maintain a high degree of accuracy in data entry
- Ability to manage multiple projects, work efficiently under pressure, and meet deadlines

- Ability to maintain confidentiality
- Ability to maintain working relationships with a diverse population of students, faculty, staff, and others.
- Ability to maintain excellent customer service

COMPUTER SKILLS:

- Must possess strong computer skills and be proficient in MS Windows, Word, Excel, etc.
- Some experience with database software tools.

WORK ENVIRONMENT:

- Variable work environments including non-traditional service areas
- May work in cramped, crowded quarters
- PHYSICAL DEMANDS:
- Some evening and weekend hours may be required, especially during high processing seasons.
- Sitting and standing for extensive periods of time
- Walking, stooping, reaching
- Lifting up to 25 pounds; carrying materials to various locations
- Finger and hand movement and feeling sufficient for computer and equipment operations • Clear speaking, hearing conversationally, and seeing near and far

MENTAL DEMANDS:

- The ability to perform highly detailed work with sustained attention and care while providing/obtaining information on numerous tasks is paramount to success in this position.
- Able to work effectively and concurrently on unrelated tasks; use of sustained concentration and decision-making processes. Constant calculating, reasoning, judgment, resourcefulness, analytical ability, and ingenuity. Able to prioritize work for best outcomes.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. I understand that CDU at its sole discretion may change this description or any of its components at any time.

Supervisor: _____ Date: _____

Contact: _____

Employee: _____ Date: _____