

THE CATHOLIC UNIVERSITY OF AMERICA

Administrative Assistant II (full-time, 35 hours/week)
The Center for Academic Success (CAS)
Position 101896

Position Summary: Reporting to the Director of Academic Support as a member of the CAS team, the Tutor Coordinator Assistant is responsible for the coordination of the CAS tutors, including traditional tutoring, drop-in tutoring, and other forms of center-based support. The Administrative Assistant's role is for the purpose of fulfilling specialized assigned tasks, including long-term and short-term projects involving database management, submission of payroll, and the collation and processing of programmatic data. Responsibilities include implementing relevant policies; maintaining the database; and assisting with the support and training of graduate and undergraduate student tutors.

Essential Responsibilities Include: Support CAS Tutoring Services and all aspect of operation, including the processing of all new tutoring requests, connection of students with available tutors, processing of meeting information, initiating recruitment efforts and reporting progress to the Program Coordinator. Performs a wide variety of administrative support and clerical functions. Answers and screens phone calls and assists callers as appropriate. Be the first positive impression for students requesting academic support; explain programs and participant rights and responsibilities. Coordinate the set-up and breakdown of CAS related events such as the Math Center, Drop-In tutoring, and Tutor Day in coordination with the Program Coordinator. Utilize database management tools to collect and track student data and measure departmental trends. Maintain data integrity. Create forms, tables, queries, and reports as directed. Assist Assistant Director of Tutoring Services in the interpretation and analysis of summary data. Designs spreadsheets and assists in preparing reports. Support recommendations with data and tracking information, and bring data to bear on questions regarding intervention and program development strategy. Provide assistance to and direct students to the appropriate CAS resources; when required, redirect students to appropriate offices or supports for other assistance. Stay knowledgeable about departments, courses, and professors on campus and about university policies and procedures. Contribute to and maintain pertinent materials for The Center for Academic Success and utilize existing communication tools (i.e., online platforms, websites, listserves, etc.) related to core CAS functions. Schedule and conduct tutoring candidate interviews as directed; Compile hiring review profile for Assistant Director of Tutoring Services and make recommendations. Support the implementation of all tutor training programs for Tutoring Services. May serve as a work project leader and may direct the work of student employees.

Minimum Qualifications: A bachelor's degree with one (1) to two (2) years' experience in student life, academic affairs, and/or student advising. Graduate and/or internship experience may be substituted for full-time work experience if applicable.

How to apply: forward application, resume, and cover letter with salary requirements as an attachment to **(salary expectations are considered part of application process):** CUARecruitment@cua.edu. Reference position 101896 in subject line of email. Please do not include photos on resumes and save documents with first/last names. **All applicants must be supportive of the mission and vision of *The Catholic University of America*.** Position is open until filled.

The Catholic University of America
Human Resources, 170 Leahy Hall
620 Michigan Ave, NE
Washington, DC 20064
Fax: (202) 319-5802
Telephone: (202) 319-5050