Administrative Assistant II (full-time, 35 hours/week)
The Office of Disability Support Services (DSS)
Position 101634

Position Summary: The Office of Disability Support Services (DSS) provides programs and services designed to support and encourage the integration of students with disabilities into the mainstream of the university community. In support of all aspects of the mission of DSS, the administrative assistant provides high quality administrative support for all DSS staff within an active, student-centered, customer-oriented office environment. The Administrative Assistant coordinates all office functions.

Essential Responsibilities Include: Serve as the primary administrative and workflow management support for The Office of Disability Support Services. Specific responsibilities include, but are not limited to the following: provide comprehensive records management for the department to ensure that critical information has been entered and filed appropriately in a timely manner. This includes maintenance of student folders and the applicable tracking database(s). Assist in the preparation of records, statistics, and reports. Assure that files needed for appointments are pulled and distributed daily to professional staff. Assist that inactive files are stored or archived appropriately and according to office retention schedules. Handle administrative support tasks such as inquiries, responses for services, requests and referrals reported via telephone, advanced technology systems and personal visits. Manage, direct, and respond to incoming calls and office correspondence such as e-mail, mail, and faxes in a timely manner. Forward queries to staff members, as appropriate. Arrange and manage appointments, meetings, and calendars. Schedule appointments and/or meetings for professionals; monitor conflicts and provide resolution by notifying parties involved and rescheduling. Maintain confidential records including student, personnel, and financial. Assist with the recruitment and supervision of student employees, including maintaining student employee records, creating schedules to assure office coverage, assigning tasks, and following up to ensure tasks are completed in a timely manner. Monitor and submit student hours to payroll. Coordinate student employee training. Coordinate auxiliary services that are needed for students with disabilities such as scheduling Interpreters, managing test requests, overseeing the electronic textbook formatting process. Perform and manage daily office operations maintaining an orderly work area and attractive and welcoming reception area. Assure that needed materials and supplies are available and office equipment is maintained. Develop, maintain, and update departmental resource handbooks, manuals, guidelines and web-site information. Manage and maintain equipment related to ensuring equal access. Contribute to the overall success of the Office of Disability Support Services, Office of the Dean of Students, the Division of Student Life, and the University by performing all other essential duties as assigned.

Minimum Qualifications: A Bachelor’s Degree and two (2) or more years of related experience. Requires a thorough working knowledge of contemporary computer applications including Microsoft Office Suites-Windows, Word, spreadsheets (Excel), presentation packages (Power Point), databases (Access). Must have working knowledge of PeopleSoft Applications or have the willingness and ability to learn these and other university systems within three months of hire.

Preferred Qualifications: Work in office administration in an educational setting or with a disabled student population preferred.

How to apply: forward resume, cover letter and salary requirements (salary expectations are considered part of application process): CUARecruitment@cua.edu. Reference position 101634 in subject line of email. This position is open until filled.

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