

## BUSINESS OPERATIONS ATTENDANT

### POSITION DESCRIPTION

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Responsible for assisting the Financial Coordinator in daily reconciling tasks.

### HUMAN RESOURCES DETAILS

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**Shifts:** 8-10 hours/week • Mornings and afternoons available  
**Starting Wage:** \$15.00/hour  
**Reports To:** Financial Coordinator  
**Employment Program:** Federal Work Study Required

### ESSENTIAL FUNCTIONS

Processes Accounts Receivables for the Norris University Center, which includes the preparation of invoices and statements to University departments. Uses office suite and licensed applications to monitor receivables process, track invoices, and communicate with clients.

### MINIMUM SKILLS AND QUALIFICATIONS

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- Knowledge of basic Accounting functions.
- Current Northwestern University Undergraduate Student with work-study allotment.
- Very good organization skills.
- Discrete, conscientious, and possessing a dependable work ethic.
- Good written and verbal skills.
- Fine attention to detail, professionalism, dependability, and communication skills.
- Ability to work independently.

### OUTCOME EXPECTATIONS AND RESPONSIBILITIES

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#### Service

We serve students, other university departments, the general public, and each other. We recognize that the service we provide is broader than the traditional definition of “customer”. The customer skills that are needed—attention to the appearance of the facilities and staff, establishing rapport and empathy, identifying needs, responsiveness, etc.—should be integrated within our roles and interactions as Norris employees.

- Focuses on customer without distraction, maintaining appropriate eye contact.
- Provides clients with requested documentation in a timely manner.
- Willing to assist fellow work-study students and University staff.
- Looks for service opportunities for the department and Norris.
- Projects positive, professional image and reflection of self and the Norris Center.
- Follows through with customers to meet their expectations for service.
- Is persistent and creative in meeting customer needs.

## Communication

As service is integrated within every aspect of what we do, communication is a key component in not only providing excellent service but also in maintaining departmental and institutional health. All aspects of our communication—verbal and written—should convey respect, trust, confidence, competence, and reliability.

- Listens for content, substance, information, and instruction from clients and administrators and responds in an articulate manner.
- Adjusts communication style according to the customer and the situation at hand.
- Provides useful, intentional information to team members, customers, and supervisors within the systems made available by the area.
- Sends Invoices in a timely manner.

## Personal Management

Providing excellent service and completing tasks efficiently within a department begins with a strong work ethic and good habits, particularly regarding attendance and professional demeanor. Employees' personal skills and habits are challenged within the workplace. Success is characterized by your ability to achieve a balance with your academics, extracurricular activities, and work responsibilities.

- Arrives on time for shifts, works during scheduled hours, and makes arrangements for replacements as needed.
- Is precise and works within allotted time frames, acknowledges when mistakes or missed deadlines occur and notifies supervisor appropriately.
- Makes appropriate decisions regarding behavior, recognizes, and accepts consequences of actions, and acts in a dependable manner.
- Demonstrates some flexibility in schedule to address peak cycles experienced by Norris Business Operations

## Job Knowledge

To perform optimally, employees must comprehend the function of their position within their department. A full awareness of job duties and policies requires not only the retention of facts, but also the active search, learning and application of additional information. Being able to provide context to the service we provide can help broaden the service opportunity as well as the satisfaction that results. This performance measure focuses on your current job-related knowledge and the degree to which you demonstrate an openness to broaden and apply that knowledge.

- Knows the position's job description and understands all general tasks and responsibilities of being an Accounts Receivable Assistant.
- Has basic knowledge of spreadsheet editing/Excel knowledge
- Can articulate departmental policies, processes, and duties and how their work contributes to the department's success.
- Can gauge requirements of tasks assigned.
- Seeks clarification, when needed, to accomplish responsibilities.
- Understands general tasks and responsibilities of every area comprising Norris Business Operations.

## Inclusion

For Norris to succeed as a University Center, its staff must share a common understanding of why it exists, what guides its activities, and how each employee contributes to the organization as a whole. Progress toward this understanding requires learning how to apply the Norris mission within your area to build a community founded on diversity and social justice.

- Can relate how aspects of equity and equality influence the work performed for service provided to clients, patrons, and co-workers.
- Promotes acceptance and understanding of colleague diversity in terms of background, interests, culture, and values.

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- Sensitive to diverse and varying needs of all clients, staff, and students.
- Can articulate safe space concepts.

## Teamwork

The optimal level of service Norris sets out to provide can only be attained through the collaboration and support provided by each staff member within and across departments. Each of us must focus our efforts toward making the team (departmental and organizational) cohesive, high-performing, and successful.

- Can articulate personal impact as a staff member, to the department and Norris Center.
- Attends team meetings and contributes to dialog and supports others and appropriately adapts behavior in response to team needs.
- Recognizes contributions made by other members of the team.
- Participates in various training opportunities within Norris Business Operations and Norris in general.
- Fosters collaboration in their team and in the organization, and empowers others to act, strengthening their ability to do so.
- Takes advantage of collaboration opportunities.

## Responsibility

For a workplace to be successful, employees must be trusted to take initiative and make decisions that impact the department's service, production, and reputation. That trust depends to a large extent on the responsibility that employees demonstrate in carrying out their duties and assignments. Responsibility includes your dependability regarding the quality of your work and your acceptance of departmental (and organizational) policies, procedures, and goals.

- Abides by and promotes adherence to policies at the departmental, Norris, and University level.
- Works to achieve departmental goals.
  - Basic Data Entry and Updating of spreadsheets.
  - Call departments for NUFS chart strings, when needed.
  - Monitors aging of A/R.
  - Navigates our Event Management System and updates appropriately.
  - Prepares Documentation, such as generating invoices, for our records.
  - Prepares and mails Due Diligence letters, while updating and maintaining outstanding check database.
- Takes responsibility for personal actions.
- Can articulate consequences of actions.
- Willingly accepts critique and direction toward future actions.
- Demonstrates ability to initiate action and contribute ideas to improve area.
- Works well with minimal supervision and uses paid time wisely in the absence of staff supervisor.
  - Looks for Events Management invoices regularly and processes them promptly.
  - Logs appropriate Events Management invoices into Direct Billing database.
  - Deals with unforeseen situations professionally and can adapt and work under conditions of ambiguity.
  - Identifies and resolves errors in reconciliation of accounts and the tallying of invoices.
  - Can acknowledge when supervisor needs additional assistance without being asked and seeks opportunities to provide support.