POSITION DESCRIPTION

Under the direction of the Accounting Specialist and Student Employment Coordinator, the Business Operations Assistant provides data entry, recordkeeping, and office support to the Norris accounting and student payroll functions. Knowledge of best practices and procedures of the unit and the university are used to monitor billings and ensure their accuracy and timely recognition within departmental spreadsheets and databases.

The Business Operations Assistant is relied upon to provide excellent customer service via phone, email, and in person when answering inquiries related to office functions or researching payment information. The Assistant must employ excellent organizational skills and take ownership of recurring tasks. The position requires a person who demonstrates a high level of responsibility and discretion.

HUMAN RESOURCES DETAILS

**Shifts:** 8-12 hours/week • Weekday mornings and afternoons available
**Starting Wage:** $11.00/hour (goes to $12.00 July 1, 2019)
**Reports To:** Norris Accounting Specialist and Student Employment Coordinator

ESSENTIAL FUNCTIONS

The Business Operations Assistant:
- Participates in the processing Accounts Receivables for the Norris University Center.
- Maintains clerical responsibilities associated student employment at the center.
- Assists in training new student staff on timekeeping systems
- Assists with project work or clerical tasks as requested by the person’s direct supervisor and the Assistant Director of Business and Finance.

The Administrative Office Attendant must attend staff orientation sessions, periodic Norris Business Operations student staff meetings, and other necessary training programs throughout the school year.

MINIMUM SKILLS AND QUALIFICATIONS

- Current Northwestern University student
- Federal Work Study required
- Experience providing excellent customer service
- Commitment, professionalism, attention to detail and dependability
- Exceptional writing and communication skills
- Exceptional problem solving and decision making skills
- Knowledge of basic Accounting functions
- Ability to work independently
OUTCOME EXPECTATIONS AND RESPONSIBILITIES

SERVICE

Customer Interaction – articulates clearly and listens to customers, maintains good eye contact and focuses on individual customer, and puts the customer first.
  - Greets requesters and other visitors.
  - Provides clients with requested documentation in a timely manner
  - Demonstrates an interest in assisting fellow student employees and University staff

Presentation – Maintains positive image and reflection of self and the Norris Center.
  - Maintains a positive attitude and dresses appropriately.
  - Keeps the office clean and professional.

Customer Satisfaction – follows through with customers in order to meet their expectations for service, and is persistent and creative in meeting customer needs.
  - Demonstrates a friendly and professional persona as the point of contact.
  - Actively seeks out answers
  - Follows up on pending items

COMMUNICATION

Communication – communicates information to team members, customers, and team leadership, and displays ability to adjust communication style appropriately.
  - Maintains a high standard for verbal and written communication.
  - Includes necessary information when communicating messages.
  - Prepares and mails Due Diligence letters, while updating and maintaining outstanding check database

Personnel Management – clearly communicates performance expectations, and uses instructive feedback and evaluation in a positive manner.
  - Takes constructive criticism from Accounting Specialist and other NBO staff

Reporting – develops clear and concise reports on status of operation using appropriate language and data and is prompt in submitting reports.
  - Communicates progress of projects with supervisor and requester.
  - Makes sure A/R logs are updated and current

PERSONAL MANAGEMENT

Accountability – makes appropriate decisions regarding behavior, recognizes and accepts consequences of actions, and acts in a dependable manner.
  - Completes tasks in a timely manner and communicates with manager and requestor if deadline cannot be met.
  - Adheres to deadlines.

Risk Taking – demonstrates willingness to think creatively in order to improve quality, and takes risks and encourages evaluation of processes.
  - Determines creative thinking to solve problems.
  - Provides feedback to supervisor to improve processes.

Goal Orientation – demonstrates effective planning and visioning of the future, and pushes self and others, when necessary, to accomplish goals.
  - Manages one’s time with regard to project deadlines.
  - Prioritizes daily workload accordingly

Initiative – demonstrates ability to initiate action and contribute ideas to improve area, and works well with minimal supervision.
  - Stays on task and completes all requirements of the position without constant advisement and direction.
  - In absence of Accounting Specialist, uses paid time wisely
Decision Making – displays ability to make good choices, and understand how to use his or her talents and skills to best accomplish tasks.
  o Makes the right decision, which is not always the easy decision and seeks advisement when necessary.

Problem Solving – deals with unforeseen situations professionally, and is adaptable, flexible, and able to work under conditions of ambiguity.
  o Willingness to work solving problems if supervisor or requester not present.
  o Identifies and resolves errors in reconciliation of accounts and tallying of invoices
  o Develops creative solutions as necessary.

Self-Confidence – maintains and projects an optimistic perspective, and accurately assesses and articulates personal strengths and weaknesses.
  o Comes to work prepared and dedicated to the position and the tasks of the day.
  o Openly discusses personal abilities and challenges with supervisor through regular communication and discussion.

Self-Management – manages energy and circumstances to meet deadlines and accomplish specific tasks and outcomes, and manages time effectively.
  o Balances life, school, and work commitments well.

JOB KNOWLEDGE

Job Knowledge – knows job description and understands what the job entails, knows relevant information and policies, and seeks clarification when needed.
  o Seeks to become more familiar with Norris Center staff, programs and services
  o Understands all general tasks and responsibilities of the Accounts Receivable function

Enforcement of Policies – uses and upholds rules and guidelines of job, and makes appropriate exceptions when the situation calls for it.
  o Helps prepare annual work-study new employee packets, mid-year evaluation paperwork and other duties as assigned

INCLUSION

Values Difference – relates well with team members from diverse backgrounds, interests, and values, and understands, recognizes and behaves appropriately when cultural differences exist.
  o Sensitive to diverse and varying needs of all clients, staff, and students.
  o Is respectful of others when working.

TEAMWORK

Group Participation – attends team meetings and contributes to dialog, and supports others and appropriately adapts behavior in response to team needs.
  o Attends meetings and participates appropriately.
  o Attends Norris-wide training sessions.
  o Articulates an understanding of the various teams they belong to and an interest in participating across them.

Collaboration – fosters collaboration in their team and in the organization, empowers others to act and strengthens their ability to do so.

Empowerment – recognizes individual and group contributions, and celebrates accomplishments and encourages others to act and make decisions.
RESPONSIBILITY

✵ Attendance – arrives on time for shifts, works during scheduled hours and makes arrangements for replacements as needed.
  o Is knowledgeable of work schedule and arrives promptly for shifts.
  o Clocks in before arriving in office, clocks out when leaving.
  o Clocks out if break in the middle of the shift is necessary.
  o Demonstrates flexibility in availability for work to address office peak times

✵ Accuracy – is precise and works within allotted time frames, acknowledges when mistakes or missed deadlines occur and notifies supervisor appropriately.
  o Proofs others’ and own work for correct dates, times, spelling, and contact information.
  o Updates spreadsheets
  o Reconciles and monitors accounts
  o Call departments for NU Financials chart strings, when needed
  o Monitors aging of A/R

✵ Clarification of Values - can articulate personal and professional values and belief system, and sets the example for team and peers, acts as a role model.
  o Epitomizes the model behavior of a student staff member.
  o Conveys an admirable work and personal ethic to professional staff and peers