



NATIONAL AMERICAN UNIVERSITY

POSITION DESCRIPTION

School of Nursing Overland Park BSN Program Campus

To apply, submit an employment application ([click here for application](#)), resume, and letter of interest to: Associate Dean – School of Nursing
10310 Mastin, Overland Park, KS 66212

- I. **POSITION TITLE:** Nursing Program Administrative Assistant
- II. **EMPLOYEE CLASSIFICATION:** Classified
- III. **JOB CLASSIFICATION:** Nonexempt
- IV. **ACCOUNTABLE/REPORTS TO:** Nursing Program Chair and SON Project Manager/Compliance Officer (dotted-line coordination in connection with SON administrative practices and procedures)
- V. **POSITIONS REPORTING TO THIS POSITION:** None
- VI. **DUTY HOURS:** 40 hours per week/variable plus any additional hours necessary to complete job assignments from time to time. Evening, day, or weekend hours as defined by the nursing program chair.
- VII. **MINIMUM REQUIREMENTS:**

EDUCATION: Post-secondary business diploma or associate degree in related field preferred; high school diploma or GED equivalent required.

EXPERIENCE: Two-year previous administrative or customer service experience preferred.

PHYSICAL: Good eye sight, good verbal communication skills, listening, writing skills, hand/eye coordination, reaching, hand-wrist-finger dexterity, editing, proofreading, ability to exert force to lift and/or move objects up to 25 lbs. on occasion, typing, keyboarding, cleaning, balancing, filing, dialing, collating, bending over, stapling, walking, pushing, carrying, unlocking, repetitive motions, turning, opening, stooping, standing, sorting, and sitting.

SKILLS EXPECTATIONS: Must possess excellent communication and telephone answering/coordination skills. Must be able to function in a setting where multi-tasking is required. Must possess excellent computer skills and be able to operate Windows environment to include MS Word, Excel and Outlook. Must possess excellent organizational and general clerical skills and have good spelling and grammar.

VIII. BASIC FUNCTION/PURPOSE OF THE POSITION: To greet and serve students, potential students, faculty, staff, and other customers in a positive, friendly, customer-service oriented, and efficient manner and to provide administrative support to the nursing program chair and other staff/faculty as required. To document and coordinate admissions lead tracking information, enter lead information into the campus database, and other matters as assigned in support of the mission of the School of Nursing and in support of the mission of the university as defined by the university president and the board of governors.

IX. DUTIES/RESPONSIBILITIES/EXPECTATIONS OF THE POSITION:

(Essential elements of the position)

- A. Function as the nursing program administrative assistant to the nursing program.
- B. Maintain the SON/program documentation and work under the direction of the SON project manager/compliance officer.
- C. Greet all visitors, staff, faculty, and students of the university in a friendly and customer service oriented manner. Serve as contact for the university in relaying information to students by phone or in person.
- D. Set up nursing student program specific files on all new, re-entry, or re-enroll students and send series of letters.
- E. Take nursing student absentee calls and fill out appropriate forms.
- F. Manage and route all incoming telephone calls to the nursing program. Track all lead inquiries as defined by the campus or regional director of admissions. Follow designated phone script as defined by the nursing program chair.
- G. Maintain university files as directed by the nursing program chair and the SON project manager/compliance officer.
- H. Process all incoming and outgoing mail pertaining to nursing.
- I. Send designated faxes and make copies for nursing students, faculty and staff as needed.
- J. Take meeting minutes if applicable.
- K. Process invoices for payment if applicable.
- L. Proctor standardized computer exams if applicable
- M. Other duties as assigned.

X. COOPERATIVE RELATIONSHIPS WITH THE FOLLOWING:

- A. Nursing program chair, faculty, and staff
- B. School of Nursing Dean and Associate Dean
- C. School of Nursing Executive Committee
- D. School of Nursing Project Manager/Compliance Officer
- E. Administration, faculty, staff, and students of the university

- F. Business people, clients, and customers
- G. All accreditation and regulatory bodies at the state and federal levels.

XI. LIMITS OF AUTHORITY: As defined by the policies, procedures, and practices of the School of Nursing, university, and/or university president.

National American University reserves the right to alter this position's job description/job duties to meet the needs and goals of the institution.

I have reviewed and comprehend the responsibilities of the nursing program administrative assistant position. Upon acceptance of this position, I acknowledge and accept these responsibilities.

Signed: _____

Date: _____