Campus Assistant
Part-Time Temporary Position
20-30 Hours/Week

Northeastern University–Charlotte is seeking an energetic, organized professional for the Campus Assistant position (part-time temporary). Primary duties include customer service, event coordination, and general campus support. The individual in this role will be expected to assist prospective students and visitors on a broad range of issues and serve as the face of the university managing the front desk. The position will require interpersonal skills, project/event management skills, and the ability to work independently and with a team of colleagues.

Bachelor’s degree required along with 2-3 years of professional work experience. Strong organizational and communication skills, both verbal and written, are critical to this role. Must be extremely detail-oriented and able to prioritize work to meet campus and client expectations. Must have ability to make sound decisions and judgments to best serve clients’ needs and meet campus goals. Event coordination experience highly desired.

Key responsibilities include:

Customer Service
- Serve as a primary contact for visitors to include prospective and current students, corporate clients, visiting university faculty & staff, alumni and the general public
- Provide support in the Welcome Center, Administrative Offices and classrooms by answering telephones, greeting visitors and directing guests as needed
- Assist with phones and general inbound email communication
- Provide support to prospects, applicants, and admitted students by directing them to the appropriate resources in Charlotte or on the Boston campus

General Campus Support
- Provide support to all members of the Charlotte staff as needed for campus and community events
- Assist with campus activities including invitations, displays, promotions, etc.
- Provide support with general office duties, which may include: ordering supplies, reviewing and revising reports, filing, data entry, compiling manuals, photocopying, etc.
- Staff campus during events or other periods as needed including early mornings, evenings and weekends

Event Coordination
- Assist event manager with coordination of events hosted at the Charlotte campus. Duties may include:
- Update campus event calendar and coordinate with community events and calendars to avoid utilization conflicts
- Create and coordinate announcements, invitations, guest responses and programs when appropriate
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- Setup classrooms or other event space by moving existing and rented furniture, plants, or other displays as needed; responsible for event cleanup
- Produce event materials including name tags, table tents, signage, packets, presentations, or other materials as needed
- Remain accessible throughout the event for emergencies, questions, concerns, information, and assistance that pertains to event/program
- Serve as host at registration table

For consideration, interested applicants must forward a cover letter and resume to Roxanne Ward, campus operations manager, at rox.ward@northeastern.edu.