



JOB DESCRIPTION

Position	Program Assistant (MBA & Post-Baccalaureate Diplomas)	Date	Oct 2019
Classification	Hay (Provisional)	Group	Non-Union
Dept	Shannon School of Business		
Reporting To	Dean, SSOB & Director, MBA CED		

PURPOSE:

The Program Assistant performs the day-to-day administration of the MBA in CED program and the Post-Baccalaureate Diploma programs. This position provides administrative and managerial support to the Dean and the Director.

In all aspects of the position, the Program Assistant is required to be discreet, maintain confidentiality, and positively represent the SSOB.

SPECIFIC RESPONSIBILITIES:

- Respond to email and phone inquiries from prospective students and employers about the MBA in CED.
- Facilitate recruitment of MBA students
- Organize application documents from MBA prospects, for the MBA Admissions Committee.
- Provide direction to students in the MBA in CED program and the PB Diploma programs
- Administer the MBA Applied Research Project process and organize printing and binding of ARPs.
- Liaise with professors of the MBA and PB Diplomas and provide support, as necessary.
- Liaise with on-campus and off-campus partners for delivery of the programs under responsibility.
- Maintain a broad knowledge of CBU, SSOB, and MBA CED and PB Diploma policies and regulations.
- Research and compile data and reports for the MBA Director and SSOB Dean.
- Execute and carry through on special assignments.
- Respond to student inquiries about their research projects and courses.
- Serve on committees as requested by the Director or Dean.

- Represent SSOB as requested at meetings on-campus and off-campus.
- Facilitate communication with on-campus and off-campus partners.
- Facilitate and/or coordinate meetings.
- Other duties as assigned.

QUALIFICATIONS and SKILLS:

- A degree in Business, preferably from CBU, completed at a high performance level.
- Two (2) years of experience in education, business, or public administration.
- Experience in customer/client service.
- Strong interpersonal, written, and oral communication skills.
- Strong organizational skills.
- Ability to work on multiple tasks and meet deadlines.
- Keen eye for detail in all areas, including academic and financial.
- A self-starter who is able to work independently or as part of a team.
- Demonstrated problem-solving and critical thinking skills.
- Attention to detail imperative, high energy, flexibility, discretion and sound judgment required.

Program Assistant

Date

Human Resources Department

Date

Established:	Dec 2017
Evaluated:	