

Business Assistant Lead Position Description

Purpose

This position is responsible for daily operations of the billing area with SUES. Individuals holding this position must be able to solve on-the-job issues by utilizing effective communication, accounting skills, and critical thinking. This person will enforce all billing practices and be able to communicate to a diverse group of patrons regarding the SUES billing issues/questions. The Business Assistant Lead is responsible for accurate and timely processing of event payments, and will act as an effective leader and mentor to other employees.

Required Qualifications

- Data Entry experience
- MS Office Suites experience
- Excellent written & verbal skills
- Must be available to work a minimum of 15-20 hours per week
- Minimum GPA requirements: Semester GPA: 2.0 Cumulative GPA: 2.25

Preferred Qualifications

- Business or Accounting majors

Task

Duties and Responsibilities include, but are not limited to:

- Post event payment to department software
- Attend mandatory select SUES-based meetings/events/trainings
- Collect and sort mail for office suite
- Communicate with office staff about event payments/questions
- Cash handling with high-regard for confidentiality
- Reconcile monthly expenses/revenue
- Account for inventory items under Billing
- Assist in maintain billing spreadsheets used for revenue/expenses/student wages
- Correct calculation of discounts associated to events
- Assist SUES staff with event-billing
- Efficiency with SUES billing practices regarding invoicing, payment posting, processing IDR's
- Act in a professional manner by upholding SUES policy when involved in conflict management with patrons, students and staff
- Additional duties as assigned

Staff Expectations:

- Must act as a role model for fellow staff members
- Use critical-thinking on daily tasks, as needed
- Participate in select SUES hosted student events/trainings
- Attend regularly scheduled departmental meetings for all areas necessary
- Communicate clear and concise information as needed to patrons, students, and departments verbally and written
- Dress in accordance to the SUES Rebel Way policy at all times
- Knowledge of Microsoft Excel, Word, PowerPoint, and Publisher
- Support SUES Mission and Core Values
- Strong organizational skills

- Assist with hiring and training of all new Business Assistants
- Adhere to all SUES guidelines and Rebel Way policies

Criteria for Success

Business Assistant Lead will be evaluated on their performance each semester. The staff evaluation process consists of a self-evaluation, peer evaluation, and supervisor evaluation. The staff evaluation measures the following objectives:

- Ability to display a positive attitude for all visitors and business handlings for SUES.
- Ability to prioritize tasks, manage time and balance professional and personal commitments.
- Ability to follow policies and procedure, arrive prepared and on time for work and consistently demonstrate service excellence.
- Ability to complete billing tasks accurately and in a timely manner
- Ability to assess a situation and make well informed decisions independently
- Ability to act in a professional manner and serve as a role model and mentor for SUES staff
- Ability to positively promote UNLV and SUES to peers/patrons and take initiative to be involved throughout campus.

Business Assistant Lead will attend bi-monthly, Fall/Spring semester, and annual trainings for on-going staff development.

Learning Outcomes for Transferrable Skills

- Decision Making & Problem Solving: identify available resources and information; keep necessary items/issues confidential and keep supervisor informed; make attempts at finding solutions to questions, problems or conflicts with minimal issues.
- Customer Service: provide quality service to guests and peers, while demonstrating friendly attitude; confident in their delivery; know where resources exist with minimal assistance.
- Communication: communicate verbally and/or in writing with minimal confusion and loss of information; basic understanding of professional correspondence; regularly responds to phone calls and emails; transfer of information is detailed and complete.
- Leadership Development: act as a respectable employee within department; take initiative on delegated tasks and projects; recognize problems when they occur; demonstrate respectable qualities in approach to work.
- Teamwork: able to work well with team members; able to resolve conflicts; receptive to feedback and makes effort to improve; open and respectful of diverse viewpoints and groups; set peers up for success and strive to reach team's mission.
- Supervision: able to set staff priorities and keep day to day operations running; adhere to The Rebel Way; provide performance feedback and guidance to staff members; assist with providing initial training to new staff; gains respect of team and works through challenges of supervising peers and friends.
- Professionalism: exhibit standards of SUES mission and core values by displaying acceptable level of professionalism; follow Rebel Way standards (regarding dress, language, relationships with others, etc.); regular attendance including arriving on time for scheduled shifts; positive attitude towards colleagues and guests; respectable representation of SUES on and off shift
- Work Performance: demonstrate clear understanding of duties and responsibilities of job; complete tasks efficiently and accurately; remain focused on work during shift; maintain clean and presentable workspaces; functional organizational skills; can be trusted by coworkers and supervisors to complete tasks on time with minimal supervision or instruction.

- Connection to SUES & UNLV: positively promote SUES and UNLV to peers and acquaintances; involved in SUES-focused initiatives and events; adhere to Rebel Way standards.

Pay Rate: \$11.25 per hour

Maximum Hours: 20 hour per week