

**Office Lead**  
**Business Office**



<p><b>Job Description</b></p>	<p>The Carolina Union Business Office supports student organizations and departments within the Union by providing outstanding financial services at a high level of integrity, honesty, and professional ethics. The Office Lead will provide support for administrative and special projects, ensuring assigned tasks are completed by providing guidance to team members. This position will also provide customer service to internal and external stakeholders.</p>
<p><b>Specific Duties &amp; Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Ensure assigned tasks are completed in an accurate, efficient and professional manner, including administrative support, greeting guests, managing phone calls, and other clerical duties</li> <li>• Ensure Business Office processes and procedures are adhered to by guiding and advising team members on University, Student Affairs and the Carolina Union policies</li> <li>• Provide guidance and assistance with special projects associated with the Business Office</li> <li>• Create a positive customer experience by leading and guiding team members working with internal and external stakeholders</li> <li>• Receive payments and deposits from internal and external stakeholders</li> <li>• Ensure the various documents, including logs and tracking sheets are updated in a timely manner</li> <li>• Other duties as assigned</li> </ul>
<p><b>Requirements &amp; Qualifications</b></p>	<p><b>Required</b></p> <ul style="list-style-type: none"> <li>• Combination of experience and formal training including experience as an Office Assistant within the Carolina Union</li> <li>• Demonstrated ability to coordinate and lead others, including independent projects of significant scope</li> <li>• Demonstrated ability to conduct interviews, trainings, performance evaluations, networking experiences with expertise, and other employee initiatives for team members</li> <li>• Demonstrated ability to self-manage and lead others, by staying well organized and focused</li> <li>• Demonstrated ability to complete tasks in a fast-paced environment</li> <li>• Demonstrated ability to successfully interact with internal and external stakeholders, both verbally and in writing</li> <li>• Demonstrated ability to follow instructions from managers and provide constructive solutions, based on client feedback</li> <li>• Demonstrative ability to take initiative, propose and implement improvements to processes</li> <li>• Demonstrated ability to work collaboratively, contributing to a positive office environment</li> <li>• Proficient in Microsoft Office Suite (excel, word, outlook)</li> <li>• Attend meetings as required and perform other duties as assigned</li> <li>• Must be comfortable serving as part of a diverse team that includes people with varying beliefs and backgrounds</li> </ul> <p><b>Preferred</b></p> <ul style="list-style-type: none"> <li>• Two semesters of experience working in an office setting or in an administrative role</li> </ul>

<b>Learning Goals &amp; Competency Development</b>	<p><b>As a result of employment in this position, students will:</b></p> <ul style="list-style-type: none"> <li>• Identify and apply different communication styles</li> <li>• Identify and apply implementation of policies and procedures</li> <li>• Demonstrate a commitment to protecting the privacy of sensitive information</li> <li>• Contrast conventional ideas or approaches to tasks and projects with innovative contributions</li> </ul>
<b>JobX LEARNING OUTCOMES</b> <i>(FWS Positions Only)</i>	Communication; Professionalism & Work Ethic; Teamwork; Collaboration & Leadership; Creativity & Problem Solving; Career Management
<b>Available Openings</b>	3
<b>Hours</b>	Monday – Friday 8:00am – 5:00pm (10-12 hours per week)
<b>Hourly Rate</b>	\$10.30
<b>Time Frame</b>	Academic Year 2019-2020
<b>Contact Name</b>	Yolanda Jefferson; Hala Hanna
<b>Contact Email</b>	<a href="mailto:yrjeffe@email.unc.edu">yrjeffe@email.unc.edu</a> ; <a href="mailto:hala1033@email.unc.edu">hala1033@email.unc.edu</a>
<b>Work Location</b>	Carolina Union Business Office, Suite 2416
<b>Phone</b>	919-966-3833; 919-962-6388