



## Job Description – Administrative Assistant

**Department: Registrar**

**Reports to: Registrar**

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### **Position Summary**

The Administrative Assistant ensures all administrative tasks are organized and completed on an as and when needed basis. She/He is responsible for the day-to-day administrative functions to assist in the delivery of a wide variety of programs within the Office of the Registrar. A high degree of initiative, independence of action, and ability to achieve results without explicit guidance is expected, as is the ability to work quickly and efficiently, particularly during busy times.

### **Responsibilities**

- Updates and maintains records within the student information system (Albert). This includes, for example, entering major declarations, course information, etc. as directed.
- Responsible for overall coordination of, and maintenance of, both the academic and non-academic (extra-curricular) schedule;
- Assists with curriculum support and the provision of registration services to the NYU Shanghai community in support of the NYU Shanghai Registrar.
- Works with the University Registrar in directing the development, maintenance, and integrity of students' permanent enrollment and academic performance records in NYU Shanghai's student information system - Albert, ensuring compliance with guidelines and requirements.
- Ensure that all operations are in compliance with various regulations.
- Screens visitors. Serves as a primary source of information to students, staff, faculty and the general public on policies and procedures of the office, providing basic information, responding to general inquiries, and resolving routine problems.
- Answers routine email questions on behalf of the Office. Consults with office team on more complex issues as needed. Uses the campus student information system (Albert) to produce reports for Office use and upon request of other University offices. Produces student enrollment verifications and student transcripts.
- Provides general administrative support for the Office. Schedule appointments, maintains individual and/or department calendar, and makes arrangements for meetings and travel to and from the University.
- Prepares binders, organizes meeting materials, and creates presentation materials. Maintains office administrative forms. Performs other clerical duties: photocopies materials, processes forms, maintains office files and records, etc.

## **Qualification**

- **Required Education**

Bachelor's Degree; Master's degree preferred.

- **Required Experience**

- One to three years of related experience in an educational institution, with strong understanding of higher education student information systems.
- Experience working collaboratively with faculty and staff in other areas of the campus creating positive experiences for students, and strong interpersonal skills working with students, faculty, and staff.
- Demonstrated experience quickly and accurately assessing rapidly emerging or developing situations.
- Ability to demonstrate a high degree of discretion in handling sensitive matters in a fair-minded manner.

- **Required Knowledge, Skills, and Abilities**

- Understanding of the Registrar's role in support of a student-centered, multifaceted academic enterprise, and familiarity with the implementation of large databases and issues related to the application of technology to student/faculty client services.
- Effective written and oral communication skills – preferably bilingual in English and Mandarin Chinese preferred.
- Strong organizational skills.
- Political and cultural sensitivity with a clear perspective on diversity and intercultural dialogue as they apply to a student body assembled from among the most talented students from across the world.
- Ability to work collaboratively.