Working Title: Suite 230 Office Manager  
Hayes Hill Title: University Services Program Associate  
Unit: Career Services  
Position reports to: Coordinator, Career Services  
Appointment: Classified Staff (50%)

Position Summary: The Suite 230 Office Manager will provide management and supervision to multi-faceted departments to include, student workers, database management, employer relations, budget management and computer lab management. This position has delegated authority for limited decision making. This position is a part-time (50%), twelve month position which will require occasional early morning, evening and weekend hours.

Position duties and responsibilities:

Supervision of student employees & front desk operations (40%)
- Recruit, interview, hire, train and process student positions working within work-study/student assistant budget lines
- Schedule and monitor work load to ensure proper coverage at the front desk and schedule students each semester
- Supervise student workers and evaluate each student on goals and achievements every semester
- Create job descriptions and post openings for office in Jacket Jobs
- Authorize and monitor students by using My UWS, WISDM, UWPC and People Soft
- Coordinate staff meetings
- Conduct performance evaluations with student staff annually
- Oversee maintenance and repair of office copier, fax and other office technology
- Assess and identify staffing requirements and recommend solutions to the Administrators

Managerial tasks/ provision of program support for suite activities (30%)
- Provide management of the department budgets, work with divisional management personnel to resolve budget problems, and advise the administrators of current or anticipated problems or discrepancies
- Coordinate all budget paperwork including direct pay request, budget transfers, meal requisitions, and purchase orders
- Manage computer lab and assist students in computer lab with software, printer and computer questions.
- Advise or interpret university policy and procedures and make recommendations to new or current staff
- Cross-train staff in on-campus recruitment process and other office activities as required
- Assist with web updates and announcements under the Administrators supervision
- Responsible for supervision and problem resolution in the absence of the administrators
- Receive cash and checks at counter and through mail and deposit into appropriate accounts in accordance with university cash handling policies.
- Receive incoming telephone calls on main line responding to questions and directing calls to appropriate staff members.
- Initiate work orders, technology help requests, and process staff business card requests
- Reserve rooms and equipment for workshops, trainings, events and classes.
- Supervise day-to-day office operations; responsible for the organization and coordination of student workflow
- Reconcile monthly ProCard accounts for the suite administrators
- Answer questions at the front desk regarding office policies, procedures and programs

Update 6.1.11
● Manage appointment schedules for office staff using Outlook Calendar System
● Arrange travel and hotel accommodations for office staff; process TER’s
● Using People Soft, invoice student accounts for classes, workshops and events
● Participate in professional development when available to keep updated about new processes or techniques
● Take initiative to recommend and implement changes where needed; revise/improve office procedure to increase efficiency and effectiveness of office operations
● Conduct other duties as assigned by administrators

Supervision, management & maintenance of complex employer, student, and resume databases. (20%)
● Supervise staff operation of database system and provide updates to staff to achieve more efficient use of the databases
● Manage, supervise and update Jacket Jobs System databases for use in providing data to university community, including scheduling, mailings, reports, statistics, contact information, and special events
● Train and assist staff in use of Jacket Jobs system, email, internet, and other software or hardware
● Provide supervision and technical expertise to faculty/staff, employers, and students regarding questions or problems in the use of Jacket Jobs Systems database
● Responsible for analyzing, designing, and running reports and audits on a weekly basis

Coordination of on-campus interviewing (10%)
● Greet recruiters, assist employers and direct students to proper areas for interviews as needed
● Handle cancellations, rearranging of schedules or rescheduling as necessary in collaboration with staff

KNOWLEDGE, SKILLS and ABILITIES
Highly qualified candidates will demonstrate knowledge, skills and abilities in many of the following
● Knowledge of office administration and management procedures
● Ability to willingly anticipate, identify and adopt change
● Ability to supervise and motivate staff
● Ability to engage in all job-related interactions and activities with contacts from within and outside the University in a courteous and professional manner
● Ability to communicate with styles that are approachable and respectful
● Commitment to participate in professional development and training
● Ability to take initiative in managing multiple tasks
● Ability to effectively organize work to be as productive as possible
● Ability to prioritize assignments and meet deadlines
● Excellent written and verbal communication skills
● Excellent organizational and critical thinking skills
● Skills in the use of office-related computer applications, including word processing, database, spreadsheet, presentation software and other management tools
● Ability to commit to the highest ethical standards and work with confidential and sensitive information and records
● Ability to participate in evening, weekend and travel commitments as necessary

Required Qualifications:
● Demonstrated student supervisory experience
● Demonstrated customer service experience