Position Summary: Designated as an office manager who provides administrative support and budget management to the Offices of Admissions and First Year Experience. Duties include; providing a welcoming environment as the initial contact for office visitors, supervision of student employees, and budget management. This position requires excellent written and oral communication skills, advanced problem solving ability, strong customer service, attention to detail, and independent decision-making. It requires occasional early morning, evening and weekend hours.

Work Duties:

A. **40% Supervision of student employees & front desk operations**

1. Recruit and interview, assist in hiring, and training, and process student employee positions working within work-study/student assistant budget lines
2. Schedule and monitor student employee workloads to ensure proper office coverage
3. Supervise student employees and conduct performance evaluations for each student employee on goals and achievements every semester
4. Authorize and monitor student employees’ time using My UWS (HRS), monitor departmental budgets in WISDM, and input/retrieve information from People Soft
5. Facilitate student employee meetings
6. Cross-train professional staff in office activities as required
7. Monitor function of and schedule general and emergency maintenance and repair of office copier, fax and other office technology
8. Assess and identify staffing requirements and solutions that fit within the departmental budget(s); refer to the department Director(s) if budget is unclear

B. **30% Administrative Support and Office Management**

1. Provide management of the departmental budgets, work with department Director(s) to resolve budget problems, and advise them of current or anticipated problems or discrepancies
2. Coordinate all budget paperwork including direct pay requests, budget transfers, meal requisitions, and purchase orders
3. Monitor computer lab and assist students in computer lab with software, printer and computer questions as able; submit HelpDesk tickets as needed for computer lab issues
4. Serve as a general resource for student, staff, and guests and answer questions directed to the front desk regarding office and university policies, procedures and programs
5. Cross-train professional staff in office activities as required
6. Assist with web updates and announcements
7. Responsible for supervision and problem resolution in the absence of the department Directors
8. Assist with receiving cash and checks at counter and through mail and deposit into appropriate accounts in accordance with university cash handling policies.
9. Coordinate professional staff meetings as needed
10. Receive incoming telephone calls on main line responding to questions and directing calls to appropriate staff members.
11. Initiate work orders, technology help requests, and pro-card requests as needed within the department(s)
12. Reserve rooms and equipment for workshops, trainings, events and classes.
13. Reconcile monthly ProCard accounts for the department Directors
14. Manage appointment schedules for office staff using Outlook Calendar System
15. Arrange travel and hotel accommodations for office staff; process TER’s
16. Participate in professional development when available to keep updated about new processes or techniques
17. Recommend and implement changes where needed; revise/improve office procedure to increase efficiency and effectiveness of office operations
18. Assist Vice Chancellor of Enrollment Management as needed
19. Conduct other duties as assigned by department Directors
C. 20% Supervision, management & maintenance, student, and databases
   1. Supervise staff operation of database system and provide updates to staff to achieve more efficient use of the databases
   2. Manage, supervise and update Hobson’s System databases for use in providing data to university community, including scheduling, mailings, reports, statistics, contact information, and special events
   3. Train and assist staff in use of Hobson’s system, and other software or hardware regularly utilized within the department(s)
   4. Provide supervision and technical expertise to faculty/staff, employers, and students regarding questions or problems in the use of Hobson’s Systems database

D. 10% Coordination of event spaces and campus visits
   1. Greet special guests and direct to proper areas for meetings as needed
   2. Handle scheduling, scheduling of meeting spaces, cancellations, rearranging of schedules or rescheduling as necessary in collaboration with staff
   3. Handle all aspects of scheduling for campus visits and drop-ins (rooms, tracking in Hobson’s, etc.)

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 anticipate, identify and adopt change
- Ability to supervise and motivate student employees
- 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 effectively both orally and via email with diverse populations
- 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
- Ability to use 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 supervisory experience
- Demonstrated customer service experience

Preferred Qualifications:
- Demonstrated student supervisory experience
- Experience with and knowledge of working within Hobson’s CRM