JOB DESCRIPTION

Job Family: Administrative Support/Clerical
Job Function: Administrative Support
Job Title: Office Supervisor

General Description (Purpose and Function):
Manages the college office, including but not limited to: supervision of reception desk staff; support of Area Director, Assistant Area Director and Resident Faculty; and management of general office operations of the residential college.

Primary Duties and Responsibilities (For Non-exempt Employees Include Percent of Effort):
• Office Management (35%)
  o Serves as the full-time support staff member to the senior staff team (Area Director, Assistant Area Director and faculty in residence) in each of the residential colleges
  o Administers budget and financial operations of residential college
  o Serves as a liaison between residential college and a number of University offices, including, but not limited to: Housing Central Office, Parking, Purchasing, Accounts Payable, Facilities, GCA, etc.
  o Makes arrangements for student, faculty and staff events, such as catering, transportation, and event planning
  o Communicates and schedules meetings with students for the Area Director and Assistant Area Director
  o Operates office equipment
  o Prepares reports and correspondence.
  o Assures quality control and makes recommendations for improvement of work methods and technology to increase productivity

• Supervision (35%)
  o Supervises reception desk staff including the hiring, training, scheduling, and performance evaluation of student workers
  o Verifies and submits online timekeeping for student employees
  o Supervises office services such as mail, computerized package delivery system, central filing, reception, supplies, order processing, security, personnel and employment records
  o Directs work flow to accommodate peak periods and resolves scheduling problems among assigned personnel.
  o Oversees implementation and administration of customer service expectations and front desk operations for assigned area.

• Assignments (20%)
  o Administers all aspects of housing room assignment records for residential area, including room changes and check-in and check-out

• Other (10%)
  o Performs other duties as assigned by the respective Area Director and Assistant Area Director
  o Completes a 2 month summer position which includes:
    ▪ Completion of previous academic year administrative tasks
    ▪ Completion of tasks related to preparation for upcoming academic year
    ▪ Supervision of campus-wide mail system
    ▪ Coordination of school and/or conference service operations
    ▪ Completion of special projects
    ▪ Vacation coverage of other support staff

Job descriptions are not intended, and should not be construed to be an exhaustive lists of all responsibilities, skills, and efforts or working conditions associated with a job. Management reserves the right to revise duties as needed.
Knowledge, Skills, and Abilities:
- Comprehensive knowledge practices and procedures, principles of office management and supervision
- Excellent interpersonal and customer service skills
- Strong organizational skills with attention to detail
- Knowledge and understanding of the undergraduate experience
- Thorough knowledge of business English, grammar, spelling and punctuation
- Solid skills in Microsoft Office (Outlook, Word, and Excel – PowerPoint and Access a plus)
- Skill in problem solving
- Skill in planning and coordinating clerical work
- Skill in interpreting and applying departmental policies and procedures
- Ability to enter and verify information with accuracy and a reasonable rate of speed
- Ability to utilize computerized information systems
- Ability to understand and follow oral and written instructions
- Skill in data entry or typing (Quicken)
- Ability to establish and maintain effective work relationships
- Ability to manage and establish a budget

Education Requirements (Essential Requirements):
- High school diploma required, AA preferred

Work Experience Requirements (Essential Requirements):
- Three (3) to Five (5) years of work experience