

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%)
 - 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
 - Administers budget and financial operations of residential college
 - 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.
 - Makes arrangements for student, faculty and staff events, such as catering, transportation, and event planning
 - Communicates and schedules meetings with students for the Area Director and Assistant Area Director
 - Operates office equipment
 - Prepares reports and correspondence.
 - Assures quality control and makes recommendations for improvement of work methods and technology to increase productivity
- Supervision (35%)
 - Supervises reception desk staff including the hiring, training, scheduling, and performance evaluation of student workers
 - Verifies and submits online timekeeping for student employees
 - Supervises office services such as mail, computerized package delivery system, central filing, reception, supplies, order processing, security, personnel and employment records
 - Directs work flow to accommodate peak periods and resolves scheduling problems among assigned personnel.
 - Oversees implementation and administration of customer service expectations and front desk operations for assigned area.
- Assignments (20%)
 - Administers all aspects of housing room assignment records for residential area, including room changes and check-in and check-out
- Other (10%)
 - Performs other duties as assigned by the respective Area Director and Assistant Area Director
 - 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

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