Office Assistant, TRIO Upward Bound Classic

Hourly Wage, 8 month appointment; 20-25 hrs/week

Hourly rate: Negotiable

PROGRAM DESCRIPTION:

TRiO Upward Bound Classic (UBC) is a federally funded program designed to increase the college participation of low-income and potential first generation college-bound students. TRiO UBC is designed to encourage participants to complete high school and continue their education at the post-secondary level by offering academic support, informational workshops, guidance, motivation and advocacy to program participants, their parents and target schools. The program provides required and permissible services as expressed in federal legislation/regulations.

The program consists of a Project Director, Program Coordinator, an Office Assistant, and a team of peer mentors. As part of the Early Outreach and Support Programs unit, TRiO UBC and other educational equity programs provide the campus and target schools with retention and support services for participants.

POSITION SUMMARY:
Under the supervision of the TRiO UBC Program Coordinator, with overall direction provided by the Project Director, the Office Assistant performs a variety of moderate to complex clerical assignments in support of the day-to-day operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES include, but are not limited to, the following:

- Coordinates travel arrangements for staff and project participants; processes various documents to include travel requests, registration payments, and expense claims.
- Composes correspondence, reports, and other documents as requested; establish and maintain a complex system of files and records for both physical and electronic materials.
- Assists in the development of brochures, flyers, and informational materials regarding programming and activities.
- Assists the Coordinator with program expenditures;
- Provides clerical support to the staff including, but not limited to, coordination of publication production, special event coordination, and mass mailings.
- Identifies and orders supplies, materials, equipment and services for the office; maintains inventory of office supplies and equipment; organizes supplies for storage and/or distribution.
- Prepares various University forms; reviews and confirms accuracy of invoices for payment.
- Must be sensitive to confidential documents and information where judgement and discretion are essential.
- Ensure confidentiality of all program records and other sensitive information.
- Assists in the supervision of student assistants.

Other Functions:
1. Performs other duties as assigned by the supervisor
2. Promotes and maintains an atmosphere of excellent internal and external customer service within the program and campus community.

QUALIFICATIONS

Thorough knowledge of correct English grammar, spelling, and punctuation. Knowledge of modern office procedures and practices. General working knowledge of applicable university infrastructure, policies, and procedures. Fluency in using standard MS Office software suites. Ability to learn, interpret independently, and apply a variety of complex policies and procedures.

Ability to schedule and distribute work assignments based on shifting priorities. Ability to perform standard arithmetic functions of a transactional nature, including tracking and comparing data. Knowledge and ability to perform clerical and database work involving independent judgment, accuracy, and speed. Ability to screen telephone calls; visitors, and mail; ability to create and keep complex records, invoices, purchase orders and budgets.

Requires routine problem solving and effective interpersonal skills. Ability to read and write at a level appropriate to the duties of the position. Ability to understand, interpret, and communicate procedures, policies, information, ideas and instructions. Ability to understand and input data for use in budgeting and databases. Ability to establish and maintain cooperative working relationships within a diverse, multi-cultural environment.

Minimum Qualifications

Equivalent to three years of progressively responsible general clerical/receptionist experience that have provided the applicant with the knowledge and abilities, listed above. Prospective applicants who have not had the experience listed may substitute other evidence of meeting the above qualifications for up to two years of the required clerical experience.

Required/Specialized Skills

Demonstrated experience that clearly provides evidence of the knowledge and skills required to perform each essential duty satisfactorily. The requirements identified above are representative of the knowledge, skills and/or abilities required. Must be willing and able to work evenings and weekends as needed. Fluency in using standard office software packages.

Preferred Qualifications

Bilingual. Proficiency with both PC and Mac, CMS PeopleSoft, MS Access, Photoshop, and social media applications. Desktop publishing experience extremely helpful. Highly desirable: Demonstrated understanding of and commitment to the UBC Vision Statement and the core values. Demonstrate a strong commitment to customer service, with a proactive and positive attitude toward assisting others. Experience working with a diverse and multicultural population and performing community service.

APPLICATIONS PROCESS & DOCUMENTS: (Applicants may submit their letter of application, resume, and supporting documents to the attention of Dr. John France at jfrance@udel.edu)

SUPPORTING DOCUMENTS

- Professional Reference Letter 1
Employment offers will be conditioned upon successful completion of a criminal background check. A conviction will not necessarily exclude you from employment. The University of Delaware is an equal opportunity/affirmative action employer and Title IX institution. For the University’s complete non-discrimination statement, please visit http://www.udel.edu/home/legal-notices/