FRONT DESK ASSOCIATE

About OISS:
The Office for International Students and Scholars (OISS) is the designated office at the University of Delaware to provide immigration advising and support services to more than 4,000 international students, scholars, and family members from over 100 countries. OISS serves the international community in the following ways:

• Provide advising services on US immigration and government regulations.
• Provide orientation and other programs that help with integration and adjustment to the academic, cultural and social life at UD.
• Collaborate with and advise UD departments on non-immigrant compliance issues across campus.

The Front Desk Associate Position:
OISS seeks applicants with a high level of professionalism, ability to multi-task and attention to detail to provide general office support with a variety of clerical activities and special projects. The Front Desk Associate will be primarily responsible for supporting the front desk team with answering and directing incoming calls, responding to general OISS emails, and other office reception duties and logistics. The person in this position will also assist with general office projects such as document processing, statistical reporting and support to the programming team as needed. The Front Desk Associate works under the administrative direction of the Office Manager and supervision of the Director of OISS.

Qualifications:
• Attention to detail and organizational skills
• Customer service oriented
• Flexible, able to manage time productively
• Ability to exercise discretion, confidentiality and judgment
• Professionalism and punctuality, with the ability to work independently
• Ability to respond well to changing priorities and urgent situations; ability to function under pressure
• Ability to communicate and interact well with culturally diverse groups.

Commitment:
• 28 hours per week
• Available to work Monday through Friday

Application instructions:
• Interested applicants should send a copy of their resume along with a cover letter to Ms. Crystal Coleman Coleman@udel.edu by April 15, 2016. Please include the names and contact information of three professional references.