

Part-Time Administrative Assistant, Osher Lifelong Learning Institute at the University of Delaware-Wilmington

Division of Professional and Continuing Studies

Osher Lifelong Learning Institute, 2700 Pennsylvania Avenue, Wilmington, DE 19806

**Context of the Job:**

The Osher Lifelong Learning Institute (OLLI) at the University of Delaware is a year-round learning cooperative that provides opportunities for intellectual growth and social and cultural enrichment for adults age 50 and older. The program operates as a co-operative with the support of the Division of Professional and Continuing Studies. Under the general direction of the lead administrative assistant, the administrative assistant is an important member of the member services team, often the initial point of contact for members of the program. The administrative assistant is responsible for responding to member inquiries via phone, email and in-person. The administrative assistant will maintain a working knowledge of OLLI office processes, IT systems, and calendars. Event planning, including support for an annual 3-day retreat event for members, will also be the responsibility of the administrative assistant. The ability to work efficiently in a fast-paced environment while maintaining the OLLI standard of exceptional customer service is critical.

**Major Responsibilities:**

- Provide exceptional customer service, e.g., greet, direct, answer, resolve, and troubleshoot member inquiries.
- Work with OLLI management and volunteers to deliver UD By The Sea, an annual educational and social event held in Rehoboth Beach, DE including all aspects of event planning.
- Develop, revise and transmit OLLI communications to UD to members and instructors.
- Use word processing, data management, registration, online meeting, and website editing and communication applications. Ability to produce documents and letters, produce and maintain spreadsheets, and create and distribute online and printed information.
- Available for special events such as open house, walk-in registration, instructor orientation, and semester-end celebrations.
- Work with the UD team to respond to changing membership needs.
- Assist in daily operations as needed.
- Perform other job-related duties as assigned by supervisor.
- This position requires incumbent to work on-site at Arsht Hall.

**Qualifications:**

- Minimum of a High School diploma or GED with four years' experience in administrative duties.
- Extensive knowledge of office practices/procedures, ability to handle multiple assignments concurrently in a busy office, and prioritize projects.
- Ability to offer quality customer service and to communicate clearly and effectively.
- Ability to work independently in a fast-paced environment, exercising discretion and good judgement.
- Ability to use word processing, spreadsheets, and database applications.
- University experience desirable.

**Compensation:** This is a part-time, 20 hours per week or less, miscellaneous wage position with no university benefits. Compensation commensurate with experience.

**Hours:** Mondays through Thursdays, 8:00 am – 2:00 pm during OLLI fall and spring sessions. Hours may be adjusted outside of the sessions but are expected to remain at 20 hours per week.

**Apply:** Please send your resume, cover letter and contact information for three references to Jennifer Merrill, Ph.D., MBA, Manager, Osher Lifelong Learning Institute [merrillj@udel.edu](mailto:merrillj@udel.edu).

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