UNIVERSITY OF DELAWARE
Research Office (Seconded Role)
Delaware Innovation Space, Inc.

Position: Administrative Assistant
Delaware Innovation Space, Inc.

Location: Wilmington, DE

Pay: $18-$24 per hour. This is a part-time, non-benefited position (20-29 hours)

*No Remote Work Possibility*

Context of the Job:
Delaware Innovation Space (DISI) is an established non-profit entrepreneurial support organization for scientific start-ups that was enabled through collaboration and support from the University of Delaware, the State of Delaware and DuPont. DISI is seeking an Administrative Assistant committed to superior interactions, service, and follow-up with the organizations diverse external and internal stakeholder groups.

Under the general direction of DISI's leadership team and in close collaboration with the Client Experience Manager, the Administrative Assistant will provide coordination, administration, and clerical support to DISI staff and onsite client companies. As a first point of contact for visitors and client requests, the Administrative Assistant will provide a high level of customer service to both internal and external constituencies. Candidates must have excellent communication and organizational skills while providing a high level of customer service. Candidates must also be willing to take initiative and be proactive in sustaining key office operations, as well as taking a detail-oriented approach to their work.

The Administrative Assistant will be seconded from the University of Delaware to the Delaware Innovation Space and will receive day to day guidance from the Director, Operations of DISI and overall strategic guidance from the CEO/President of DISI as well as administratively from MariEileene Keane for UD specific matters.

Major Responsibilities:
- Act as main point of contact for reception desk. Greet staff, clients, and visitors. Answer questions and direct visitors to appropriate onsite resource.
- Answer main phone line in a timely and courteous manner and direct phone calls to appropriate resource or take detailed messages.
- Manage inventory tracking, ordering, and daily stocking of amenities and office supplies.
- Assist with planning and coordinating onsite events under the direction of the Client Experience Manager.
- Assist with setup and breakdown of meetings, luncheons, and events.
- Manage conference room calendars, scheduling, and meeting support (including catering, general cleanliness, etc.)
- Responsible for coordinating meeting scheduling and onsite visitor process coordination.
- Assist with general office duties: printing, laminating, distributing flyers, etc.
- Manage incoming client requests and form submissions and enter information into appropriate database in a timely and organized manner.
- Assist with other administrative, communication, and data/reporting functions as assigned.
Qualifications:
- Experience in hospitality, office administration, or other customer facing roles in a service organization.
- Available in person Monday – Friday 4-6 hours per day
- Must be able to work one evening per month 2pm-7pm
- Proficiency with Microsoft Office (Outlook, Excel, and Word)
- Ability to use effective communication and interpersonal skills to provide exceptional customer service in a diverse community
- Strong organizational skills
- Frequently moves miscellaneous supplies and materials up to 20 pounds throughout the office.
- Regularly move about inside office spaces to escort visitors, stock supplies, prepare meeting spaces, etc.

To Apply:
- Please send an application via email to Kylie@innovationspace.org
- Subject line should read: “Administrative Assistant”
- Please include the following in your application:
  - Resume
- This position will remain open until filled.