Position: Administrative Assistant – University Student Centers Director’s Office. This is a part-time, non-benefitted, in-person position for 27.5 hours per week. The expected start date is as soon as possible.

Hours: Monday through Friday for 5.5 hours per day. Times are flexible, but need to be consistent.

Work Location: The office location is Perkins Student Center, Room 115.

Pay: Compensation is commensurate with the level of experience.

CONTEXT OF THE JOB:
Under limited direction of the Director of the University Student Centers, the Administrative Assistant provides high-level professional, administrative and business support to the Director, two Senior Associate Directors, Business Administrator, and the overall department of 28 staff members who manage two student centers which serve more than 2.7 million visitors and host more than 7100 events annually, advise 400+ student organizations, and direct and implement leadership development programs and major events to serve the 24,000 undergraduate students at UD.

The Administrative Assistant is responsible for duties to support the overall efficient operation of the department. These duties include oversight, direction, and resolution of information requests and preparing correspondence frequently of a highly confidential and sensitive nature. Provide superior communication and guidance on behalf of the Director and the Director's office to divisional administrators, university colleagues, students, the public and members of diverse audiences to confer and advise on the resolution of problems.

MAJOR RESPONSIBILITIES:
• Provide administrative support with foresight and accuracy to the Director and two Senior Associate Directors, the Business Administrator, the overall department of University Student Centers and Student Government Association.
• When necessary, independently compose personal and confidential, and detailed writing assignments on behalf of the Director. Independently execute complex and diverse, non-routine duties to include highly confidential and sensitive correspondence, letters, spreadsheets, various reports, conduct research and feedback, analyze documents, direct or resolve information requests, evaluate and analyze administrative information for which the Director may base decisions for making recommendations.
• Prioritize and provide communication and guidance on behalf of the Director and the Director's Office to divisional administrators, university colleagues, the public and members of diverse audiences to confer and advise on the resolution of problems. Assist with communication of highly sensitive and confidential information (i.e. hazing, judicial affairs relating to student conduct, non-routine personnel issues, Title IX, legal actions, etc.). Be the first line of communication between Director and all internal and external contacts.
• Assist in staff training as necessary. Plan, coordinate and manage staff development retreats and events as assigned.
• Maintain calendars for the Director and two Senior Associate Directors. Coordinate travel and accommodation arrangements for the Director, Senior Associate Directors, and USC staff. Attend, take minutes, and contribute to biweekly senior leadership team meetings and USC advisory board meetings.
• Coordinate department visitations including travel and accommodations arrangements and tours for visitors, guests to the University, University colleagues, and candidates during recruitment.
• Keep a record of policies, procedures, personnel records, for the Director's Office to include general and confidential files.
• Oversee general maintenance of office equipment and coordinate purchasing of office supplies
• Support assessment and data collection initiatives being conducted by staff to ensure accurate and up-to-date numbers, utilization of services, customer satisfaction and student learning and development.
• Ensure compliance with university financial, facilities and risk management policies and procedures.
• Support the work and mission of the Division of Student Life through committees, task forces and special assignments.
• Write reports, provide research, and fulfill other projects or duties as assigned by the Director.

QUALIFICATIONS:
• High school diploma or GED, Associates degree preferred, and five years of related experience.
• Experience supporting an executive or director in an office setting preferred.
• Ability to represent the unit to a wide variety of personnel in an effective and professional manner.
• Ability to analyze and interpret data and make independent decisions, plan, assign, and evaluate the work of others.
• Ability to use advanced word processing, graphics/publications, spreadsheet, scheduling, database, and presentation software.
• Records maintenance skills.
• Ability to learn new software features as technologies evolve.
• Effective interpersonal and customer service skills.
• Ability to respond effectively to student and parent concerns and situations, some which may be emotionally charged.
• Ability to effectively interpret and diplomatically communicate departmental policies, practices, programs, and procedures.
• Ability to successfully collaborate and work within a large diverse organization.
• Effective oral and written communication skills
• Effective time management skills. Ability to plan work schedule and work independently.
• Ability to effectively solve problems displaying good judgment and consideration of student needs and University policies.
• Ability to handle confidential information.
• Knowledge of standard office administrative practices and procedures

To apply, please submit a resume with contact information for 1-2 references to Lori Hill at lhill@udel.edu.

Employment offers will be conditioned upon successful completion of a criminal background check. A conviction will not necessarily exclude you from employment.

Notice of Non-Discrimination, Equal Opportunity and Affirmative Action
The University of Delaware does not discriminate against any person on the basis of race, color, national origin, sex, gender identity or expression, sexual orientation, genetic information, marital status, disability, religion, age, veteran status or any other characteristic protected by applicable law in its employment, educational programs and activities, admissions policies, and scholarship and loan programs as required by Title IX of the Educational Amendments of 1972, the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964, and other applicable statutes and University policies. The University of Delaware also prohibits unlawful harassment including sexual harassment and sexual violence.