Position: Administrative Assistant – Center for Counseling and Student Development (CCSD) This is a part-time, non-benefitted, in-person position with no more than 29 total hours per week.

Hours: Monday through Friday, with a consistent schedule during the regular business hours of 8:00 am to 5:00 pm. The expected start date is as soon as possible.

Work Location: Warner Hall

Pay: Compensation is commensurate with the level of experience.

CONTEXT OF THE JOB:

Under limited direction of the Associate Director of the Counseling Center, and the Director of the Counseling Center. The Administrative Assistant provides high-level professional, administrative, and business support to the Associate Director, the Director, the Administrative Specialist, and the overall department of 24 staff members, which comprise of 2 psychiatrists, 13 psychologists, three postdoctoral fellows, two externs, and four administrative staff.

The Administrative Assistant serves as the first point of contact for CCSD. The primary responsibilities are to greet students, parents, faculty, staff, and other visitors and direct them as needed to the appropriate CCSD staff member or University department, and to answer general questions regarding services, appointments, other Student Life departments, and campus partners. The Administrative Assistant interacts with tact, poise, and professionalism at all times. The Administrative Assistant provides superior communication and guidance on behalf of the Counseling Center.

MAJOR RESPONSIBILITIES:

• Receive and screen phone calls for and respond promptly to inquiries; take clear messages for staff.
• Make, cancel, and reschedule routine and emergency appointments using Titanium software.
• Assist CCSD staff members with scheduling and rescheduling of appointments.
• Explain eligibility policies to potential clients.
• Contact Public Safety (UDPD) to arrange student transport services when necessary.
• Input all meeting and appointment schedules into the CCSD system; ensure schedules are current and updated daily.
• Along with staff from Student Wellness & Health Promotion, maintain the Warner Hall room reservation Google calendar.
• 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.
• Oversee general maintenance of office equipment and coordinate purchasing of office supplies.

QUALIFICATIONS:

• High school diploma or GED, Associate’s degree preferred, and five years of related experience.
• 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.
• Ability to use Microsoft Office, Excel, Outlook, and Google docs.
• Records maintenance skills.
• Ability to learn new software features as technologies evolve.
• 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 cover letter and resume with contact information for 2 professional references to Kelly Cardner at cardner@udel.edu.

Employment offers will be conditioned upon the 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.