**Position:** Administrative Assistant – Office of the Dean of Students This is a part-time, non-benefitted, in-person position 29 or less total hours per week.

**Hours:** Hours will be Mondays from 10am-5pm, Tuesdays from 10:30am-5pm, Wednesdays from 11am-5pm, Thursdays from 8:30am-5pm, and Fridays from 11:00AM-5:00PM with an hour for lunch each workday. Some after hours and weekend commitments may arise, and scheduling would be adjusted. This position is designed to be in-person with little to no remote working opportunities. Compensation commensurate with experience.

**Work Location:** Hullihen Hall

**Pay:** Compensation is commensurate with the level of experience

**CONTEXT OF THE JOB:**
Under the general direction of the Administrative Specialist, the Office of the Dean of Students is looking to hire a dynamic, enthusiastic administrative professional. The position is part time and supports the work of the Office of the Dean of Students. Specifically, the position will provide day-to-day assistance with office services related to Parent and Family Engagement and Veteran and Military Student Life. It will also serve as front line staff for the Office of the Dean of Students; answering the phones and responding to inquiries and requests; assisting faculty and staff in connecting to the office.

**MAJOR RESPONSIBILITIES:**

- Serve as front desk receptionist - greet, direct, and assist students, staff, faculty, and families.
- Answer telephone and emails in a timely, courteous manner, direct calls, take messages and assign those as needed—answer general questions regarding services, appointments, other Student Life departments, and campus partners.
- Resolve general inquiries, including referrals from the Office of the Dean of Students inbox, Blue Hen Family Hub, vabenefits@udel.edu inbox, families@udel.edu inbox, and the Student Life Live Chat.
- Provide administrative support to Parent and Family Engagement and Veteran and Military Student Life.
- Assist in the benefit certifications process for veteran and military-connected students.
- Provide backup support for the Dean of Students and Associate Dean of Students calendar.
- Produce documents and letters and maintain basic spreadsheets. Create and distribute reports.
- Assist in event coordination and planning.
- Assume additional responsibilities as assigned based on situational/workload requirements.
QUALIFICATIONS:

- Requires a minimum of a high school diploma or GED along with three to five years of job-related experience. An associate’s degree or its equivalent in business administration or related field is preferred.
- Excellent interpersonal and customer service skills.
- Ability to respond to student and parent concerns and situations with tact and professionalism.
- Ability to effectively interpret and diplomatically communicate departmental policies, practices, programs, and procedures.
- Ability to use Microsoft Office, Excel, Outlook, and Google docs.
- Effective oral and written communication skills
- Effective time management skills. Ability to plan work schedule and work independently.
- Ability to 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
- Work experience at an institution of higher education or other educational settings is preferred
- Ability to successfully collaborate and work within a large, diverse organization.

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.