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 8:30am-2pm, Tuesdays through Fridays from 10:00am-4:30pm with a 30-minute break provided daily. Some after hours and weekend commitments may arise, and scheduling would be adjusted. This position is designed to be in-person.

**Work Location:** Newark Campus, Hullihen Hall

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

**CONTEXT OF THE JOB:**

The Office of the Dean of Students is a central resource for students, families, faculty and staff when navigating the complexities of the university experience through student support and advocacy, family engagement, and collaborations. Under the general direction of the Director, Case Management & Student Advocacy, the office 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 student support and case management administration. It will also serve as front line staff for the office; answering the phones, emails, and responding to inquiries and requests; assisting students, families, 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.
- Connect students and families with the appropriate campus resource(s).
- Resolve general inquiries, including referrals from the Office of the Dean of Students inbox and Blue Hen Success.
- Assist with the administration of case management processes within the office including Swipe Out Hunger, Student Crisis Fund, Medical Leaves of Absence, as well as sending introductory care and concern outreach to students on behalf of the office.
- Coordinate communication to students regarding a follow up office survey upon completion of student meeting with a Case Manager in the office.
- Assist in the benefit certifications process for veteran and military connected students and provide administrative support for veteran and military-connected student programs and audits. Provide backup support for the Director, Case Management Student Advocacy/ Assoc Dean of Students as well as the Dean of Students/AVP Student Support and Advocacy’s calendars.
- 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 degree or its equivalent in business administration or related field is preferred.
• Commitment to and knowledge of multicultural, diversity, equity, inclusion, and LGBTQ+ issues.
• Excellent interpersonal and customer service skills.
• Strong attention to detail skills.
• Ability to respond to student and parent concerns, situations, and crises calmly with tact and professionalism.
• Ability to effectively interpret and diplomatically communicate departmental and university 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: If you are interested in this role, please send a copy of your resume and a cover letter to Student Life Human Resources at sl-hr@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.