University of Delaware
Position: Part time Administrative Assistant
Department: Center for Counseling and Student Development
Location: Wellbeing Center at Warner Hall, Newark Campus
Hours: 24-29 hours/week. This is a non-benefitted position.
Deadline: Until filled. Applications reviewed immediately.
Hiring Contact: Amanda Wroten (awroten@udel.edu). Please submit a cover letter, resume, and contact information for two professional references.

Context of the Job:
The Center for Counseling and Student Development (CCSD) is the primary mental health unit on the University of Delaware campus. In addition to this responsibility, the CCSD supports two full-time and one part-time psychology training programs, offers consultation services to the University community, and provides student development and educational programs to a wide variety of groups on the campus. The CCSD provides the campus with a 24-hour, seven-days-a-week crisis management system and supports 10,000+ student appointments annually.

Under the general supervision of the Administrative Specialist, the part-time Administrative Assistant performs a variety of complex administrative duties for which excellent judgment, initiative and problem-solving skills are required. This position requires the ability to work independently and as part of a team. A principal emphasis is on handling sensitive and highly confidential information, inquiries, files and policy-related matters requiring the utmost discretion, tact and professionalism. This part-time Administrative Assistant position will support members of the leadership team as it relates to calendar management, document creation, filing/digitizing, and other administrative support functions. These duties are subject to change at the discretion of the Director in alignment with changing needs of the center.

Major Responsibilities:

- Serve as an approachable resource for faculty, staff, students, families, and community partners on effective health promotion and education.
- Provide administrative support for CCSD Assistant Directors of clinical service lines as directed including, but not limited to assistance with meetings (scheduling, minutes), projects (preparing materials, project management tasks), correspondence, searches, reporting, and events.
- Perform a broad range of administrative details of highly confidential nature on a regular basis, requiring initiative and judgment to make independent decisions. Observes and maintains confidentiality of all privileged information. Prioritizes and resolves administrative problems and personnel issues with the guidance of director supervisor.
- Maintain complex calendars: Make, cancel and reschedule routine and emergency appointments using Titanium and Point and Click software; provide questionnaires to clients as requested by CCSD clinical staff. Input all meeting and appointment schedules into the CCSD system; ensure schedules are current and updated daily; assist CCSD staff members with scheduling and rescheduling of appointments.
- Communicate with clinical staff and follow special instructions related to client appointments. Receive and screen phone calls for and respond timely and appropriately to inquiries; take messages and triage as needed. Manage calls from pharmacies and physicians’ offices related to psychiatric medication management with professionalism and discretion. Manage requests for clinical staff and psychiatric staff appointments with professionalism and discretion.
Prepare, maintain, edit, and distribute a variety of highly confidential, specialized and recurrent reports and correspondence as necessary based on the requirements of FERPA.

Manage office supplies and maintain office equipment, (e.g., copiers, printers, fax machines).

Plan, manage, and coordinate events, receptions, workshops, seminars, and retreats.

Review, route and prioritize mail.

Provide coverage for other Admin IIIIs in their absence.

Perform miscellaneous job-related duties as assigned.

**Qualifications:**

- High school diploma and three years of related experience or equivalent combination of education and experience involving medical office administration.
- Medical office training, experience with medical records systems, and knowledge of medical terminology strongly preferred.
- Knowledge of and experience with office practices and procedures and the principles of office management.
- Experience in office operations including operating office machines, handling incoming and outgoing mail, postal and shipping services, answering phones, directing calls and taking messages; file maintenance, maintaining and updating supplies.
- Experience in data collection, including collecting, compiling and maintaining data from multiple sources such as files, records, databases, staff or others.
- Ability to handle multiple assignments concurrently, analyze and interpret data, and make independent decisions in keeping with level of the position.
- Receptive to and proactively incorporates performance feedback.
- Effective time management and organizational skills with strong attention to detail.
- Independent judgment in handling confidential and non-routine matters.
- Proficiency with word processing, spreadsheet, and calendar and presentation software, e.g., MS Word, Excel, PowerPoint and Outlook.
- Ability to communicate effectively and interact well with people of all ages and diverse backgrounds.