Part-time Administrative Assistant

The University of Delaware Career Center is seeking a Part-time Administrative Assistant who will report to and assist the Full-time Administrative Assistant who is responsible for managing the front desk of the department. Responsibilities include providing exemplary customer service via telephone and in person to students, alumni, staff, faculty, and external guests, supporting student workers, and performing various tasks and projects.

Front Desk Operations

- Provide exemplary customer service to the front desk operation of the Career Center. Greet, direct, and assist students, staff, faculty and external guests
- Answer multi-line telephone system, general email account inquiries, and incoming live chat inquiries in a timely, courteous manner and direct calls as appropriate; resolve inquiries and provide accurate and complete information and guidance
- Maintain an organized and uncluttered front desk and reception area

Student Worker Support

- Assist in the screening, hiring, training, and scheduling, and annual performance appraisal process for student workers
- Provide ongoing support to student workers

Process Management

- Manage the Career Center’s presentation request process
- Monitor Handshake account requests, including student reactivation, and alumni requests
- Manage student submissions for the Career Management 101 certificate program
- Maintain shared ownership over administrative processes of the UD Career Advancement fund bi-annual Internship Grants, including organizing applicant information, compiling assessment data, coordinating payment processes with other University departments, and providing administrative support to the review committee and program manager
- Support departmental staff members with tasks, projects, and research, as requested. Assume additional responsibilities as assigned based on situational/workload requirements

Additional information

- Utilize Microsoft Office, Google Suites, SLACK, Handshake and other software platforms to communicate with staff members and perform key job duties

Qualifications:

- Minimum High School diploma or GED with two to three years relevant, office experience required
- Work experience at an institution of higher education preferred
- Ability to interact well with individuals of all ages and diverse backgrounds, maintaining a positive and collaborative work environment
- Excellent written and oral communication skills
- Ability to work independently and solve problems
- Strong organizational ability to manage and prioritize multiple assignments simultaneously, with attention to details and deadlines
- Proficient in MS Office Suite, Outlook, MAC, and Google Suites, with ability to learn new software
- Experience managing others in a team-oriented office environment

This is a part-time miscellaneous wage position with no University of Delaware benefits. The position averages 20 hours per week, with the opportunity for up to 29 hours per week as needed. Weekly schedule Monday through Friday from 1:00 pm – 5:00 pm, in-person. Compensation rate will be commensurate with experience. Parking stipend included.

Apply: Please send your resume, cover letter, and contact information for three references to: Stacy Purse, scpurse@udel.edu.

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

The University of Delaware is an equal opportunity/affirmative action employer and Title IX institution. For the University’s complete non-discrimination statement, please visit http://www.udel.edu/home/legal-notices/