CONTEXT OF THE JOB:
The University of Delaware Career Services 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, which includes the supervision of the Front Desk Assistant program. Responsibilities include providing exemplary customer service via telephone and in person to students, alumni, staff, faculty, and external guests and supporting a team of 6-8 student Front Desk Assistants.

RESPONSIBILITIES:

- Provide exemplary customer service to the front desk operation of the Career Services Center. Greet, direct, and assist students, staff, faculty and external guests.
- Answer multi-line telephone system in a timely, courteous manner and direct calls as appropriate. Resolve inquiries and provide accurate and complete information and guidance.
- Monitor and appropriately route and respond to Career Services Center email messages from the main career center email address.
- Utilize Microsoft Office, Google Suites, and other software platforms to communicate with staff members and perform key job duties.
- Maintain an organized and uncluttered front desk and reception area.
- Support departmental staff members with tasks, projects, and research, as requested.
- Assume additional responsibilities as assigned based on situational/workload requirements.
- Assist in the screening, hiring, training, and scheduling process for new Front Desk Assistants.
- Provide feedback for annual performance appraisals for Front Desk Assistants.

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.
- Experience managing others in a team-oriented office environment.
- 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.

This is a part-time miscellaneous wage position with no University of Delaware benefits. The position averages 20 hours per week (the office is open Monday through Friday from 8am – 5pm); schedule and duration TBD (9-12 month). Parking stipend included.

To apply, submit cover letter, your current résumé/CV, and contact for three references to Stacy Purse, scpurse@udel.edu. Application deadline: October 31st, 2018. Review of applications will begin immediately and continue until the position is filled.

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 Employer which encourages applications from Minority Group Members and Women. The University’s Notice of Non-Discrimination can be found at http://www.udel.edu/aboutus/legalnotices.html