University of Delaware
Residence Life and Housing

Administrative Assistant for Christiana Engagement Center

The Administrative Assistant for the Christiana Engagement Center is a part-time position supervised by the Student Engagement Coordinator. The nature of this position requires consistent daytime hours and periodic additional hours during peak times. The Administrative Assistant should have proficiency on managing systems, customer service, and staff scheduling and training.

General Responsibilities:

- **Front Desk Operation:**
  - Provide customer service to the front-desk operation of the Christiana Engagement Center
  - Manage system for student check-out of Engagement Center equipment

- **Managing Desk Attendants:**
  - Oversee student Desk Attendants in their roles of processing packages and providing front-desk customer service
  - Train new and returning staff on package systems, customer service, and other processes at the desk on an ongoing basis
  - Develop response protocols and accountability measures for Desk Attendants who are under-performing
  - Work with Student Engagement Coordinator to manage intake of student schedules and availability for schedule creation throughout the year, including special schedules for opening, closing, school breaks, and high traffic package times
  - Administrate UDTime process, including checking for correctness of clock ins/outs, number of hours worked, and shift switches, approving timesheets according to Human Resource deadlines
  - Schedule desk staff for shifts, manage shifts changes, and manage the clock in/out process

- **Mailroom Management:**
  - Identify and problem solve package challenges such as: packages without names, improperly addressed packages, etc.
  - Communicate with campus mail, mail carriers, and in-hall staff regarding package issues
  - Manage return to sender and forward mail processes, including advocacy to carriers and organization of any scheduled pickups
  - Audit packages to process any that need to be returned to sender at least once a month
  - Maintain the system for perishable packages, including calling students who receive perishables, ensuring staff know the location of perishables, and working to deliver items as quickly as possible
• Misc:
  o Work with Administrative Assistant in RLH office to maintain on inventory in CEC Resident Assistant Resource Room
  o Maintain the printing kiosk by filing paper, toner, and reporting any maintenance issues

Qualifications:
This position requires some light physical exertion from organizing packages, etc. As a result, applications must meet the following qualifications:
• Ability to regularly lift to 50lbs over shoulder height unassisted,
• Operate minute technology functions (including barcode scanners, iPads, and computer accessories),
• Ability to read, write, and speak in English
• Read and understand small, detailed writing on labels,
• Stand up/sit down maneuvering in traversing a small behind-desk space
• Familiarity with Microsoft Office Suite
• Attention to detail and comfort with repetitive tasks

Compensation:
This is a part--time, non--benefitted position with expected hours (Late August- Late December) M-F 10am-3pm. Hourly rate is $11.50 per hour. This position is temporary with potential ending in December, with extension possible based on performance and availability. There will be various times when students are not in session, especially during holiday breaks and winter session, and working hours may be limited or not available.

To Apply:
E-mail a current resume, cover letter, and three references to Adam Helgeson (adamdh@udel.edu). Employment offers will be contingent upon successful completion of a criminal background check.

The University of Delaware is an Equal Opportunity Employer which encourages applications from Minority Group Members, Women, Individuals with Disabilities and Veterans. The University's Notice of Non-Discrimination can be found at: http://www.udel.edu/aboutus/legalnotices.html