SSSP Program Assistant

Student Support Services is seeking a miscellaneous wage employee to be responsible for handling clerical tasks in the office. Under the direct supervision of the Academic Program Manager, the Program Assistant serves as a primary point of contact for inquiries pertaining to the Student Support Services Program. The Program Assistant must be detail oriented and enjoy working within a professional setting that is mission-driven towards the academic success of a diverse group of students. The Program Assistant will must be able to work under pressure at times to handle a wide variety of activities with discretion.

EMPLOYER INFORMATION:
Department or Office: Student Support Services Program
Address: 150 S College Avenue, Newark, DE 19716
Contact Person: Felicia Meekins, fmeekins@udel.edu

JOB INFORMATION:
Average Hours Per Week: 20-25 hrs per week
Available Hours: Monday to Friday

RESPONSIBILITIES TO INCLUDE, BUT NOT LIMITED TO:

- Receives and screens incoming correspondences, forms, applications, reports, etc.
- Maintains office filing system; organizes and maintain files; maintains, updates, and reviews reference materials.
- Compiles information from standard sources and prepares reports on a spreadsheet (e.g. number of monthly student contacts, semester completion of academic check ins).
- Maintains inventory of supplies and equipment; order supplies when necessary; completes, processes and maintains paperwork for purchasing (e.g. orders, requisitions, and invoices).
- Maintains and updates publication information on Student Support Services website; updates program bulletin boards, program newsletters and calendar of events
- Resolves routine queries, and refers more complex issues to manager.
- Performs other job-related duties as assigned.

QUALIFICATIONS:

- Minimum of high school diploma or GED
- Strong organizational skills that reflect ability to perform and prioritize tasks with excellent attention to detail.
- Ability to exercise discretion, confidentiality and judgment
- Emotional maturity, professionalism and punctuality
- Effective oral/written communication skills and the ability to communicate and interact well with people of all ages and diverse backgrounds.
- Ability to use Microsoft Office (Outlook, Word, Excel and Power Point), Adobe Acrobat, and Social Media web platforms preferred

To apply: please send your resume, with contacts for 3 references and a cover letter, to Felicia Meekins, fmeekins@udel.edu.

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