

**Job Title:** Miscellaneous Wage, College of Arts & Sciences Academic Program Assistant

**Anticipated Start Date:** Immediate

**Estimated Pay:** \$20.00-\$24.00 commensurate with experience; part-time non-benefitted position

**Schedule:** To be discussed during interview; approximately 25-28 hours a week; expectation is for mostly in-person support

**Location:** Various locations across campus, Newark, DE 19716

### **Context of the Job**

Under the general supervision of the Senior Business Administrator (SBA) for the College of Arts and Sciences (CAS) and departmental Business Administrators (BA), the Academic Program Assistant provides coordination of departmental academic programs and a wide range of department, faculty, and staff operational needs and activities. The position will interact with and support faculty, students, College and University administrators, and alumni to support the mission and goals of a variety of CAS departments and to advance departmental teaching, service, and research objectives.

### **Responsibilities**

- Assists with operational aspects of the departmental undergraduate and graduate programs to ensure student progress toward degree completion. Assists graduate and undergraduate students and faculty advisors with registration and scheduling issues, drop/add, overrides, transfer credit evaluations, change of registration without penalty, registration holds, and general advisement questions, in coordination with department faculty, the BA, the College Undergraduate Academic Services (UAS) team, the Graduate College, and the Honors College.
- Responds to inquiries, investigates, and resolves problems related to undergraduate and graduate transactions handled by the Department. Interpret and explain College and University policies and procedures to parents and prospective students as well as to current students and faculty.
- Partners with department faculty and the BA related to departmental course scheduling. Inputs all course data into CLSS and manages classroom requests to secure rooms and avoid conflicts, in conjunction with other departments.
- Resolves conflicts of departmental courses with each other and with courses outside the department that are part of the departmental curriculum, and monitors enrollments to determine whether more sections need to be added or cancelled.
- Validates grade roster and faculty workload, approves change of Academic Program Plan webforms, makes faculty advisor assignments, and coordinates final exam schedules and course evaluations.

- Monitors progress towards degree for departmental graduate students. Works with faculty advisors to track and prepare for qualifying exams, dissertation proposals, and dissertation defenses. Coordinates with the Graduate College and resolves issues as they arise.
- Updates students' files and records. Checks various forms for accuracy such as grade checks, overload petitions, and curriculum changes; assists students in the completion of required forms that may contain confidential information.
- Assists with daily operations of the Department including event planning, processing payroll for various departmental workers including reviewing timesheets for accuracy, provides support for internal communications, and provides administrative support to BA and department chair.

### **Qualifications**

- Bachelor's degree and three years of job-related work experience preferred, or an equivalent combination of education and experience. Minimum of HS diploma or GED required.
- Advanced working knowledge of undergraduate and graduate academic and recruitment policies, procedures, systems, regulations, and standards at the University level is preferred.
- Effective organizational skills are essential.
- Ability to interpret, adapt and apply guidelines and procedures.
- Ability to communicate effectively and interact well with people of all ages and diverse backgrounds.
- Thrives in a fast-paced environment and is excited to advance and share in the success of highly successful programs.
- Proficiency with Microsoft Office Suite (Word, Excel, Outlook) and Zoom
- Ability to use effective communication and interpersonal skills to provide exceptional customer service
- High attention to detail and organizational skills
- Ability to be flexible, manage time productively, and work independently.
- Proven ability to exercise discretion, confidentiality, and judgment.
- Ability to respond well to changing priorities and urgent situations.

### **To apply:**

Please send a cover letter, resume, and two references to Jane Graci ([jgraci@udel.edu](mailto:jgraci@udel.edu)). Applications will be reviewed on a rolling basis until filled.