



UNIVERSITY OF DELAWARE
HEALTH SCIENCES

POSITION: Front Desk Building Assistant - Health Sciences Complex & STAR Tower

LOCATION: 540 S. College Ave and 100 Discovery Blvd, Newark, DE 19713

PAY: \$18.00 per hour

Hours: 16 hours per week (4 hrs/day x 4 days a week)

Context of the Job:

The Health Sciences Complex (HSC) includes state-of-the-art research and classroom facilities, 20 research labs, and Physical Therapy, Nurse Managed Primary Care, Nutrition, and Speech-Language-Hearing clinics (which are open to the public). The STAR Tower supports a range of activities including research, course instruction, and operations and administration.

Seamlessly and professionally support the activities of the buildings. Prioritize and resolve issues for occupants, patients, students, and visitors by using independent judgment, initiative and problem-solving skills. Multi-tasking, a willingness to help and provide guidance, top-notch interpersonal skills, friendliness, and patience are needed in this position.

Major Responsibilities:

- Greet, proactively interact with, and provide clear direction and assistance to anyone in the HSC or STAR Tower. Consistently provide superior service to patients, research subjects, and prospective students and their families.
- Assist and support the Building Manager in the daily operation and administration of required tasks that support departments and programs located in the Health Sciences Complex and the STAR Tower.
- In coordination with the Building Manager, triage and address any issues that arise with patients or visitors.
- Help coordinate deliveries of large packages, lab materials, and new equipment. Accept and log packages, e-mail recipients of temperature sensitive packages.
- Sort mail into departmental mail slots.
- Distribute electronic access fobs & keys.

- Answer HSC Front Desk telephone.
- Purchase materials and supplies for use in the HSC and the STAR Tower.
- Along with the Building Manager, serve as a point of contact with building maintenance staff, custodians, and other building support staff. Coordinate with them to provide additional support to building occupants, as needed.
- Complete administrative tasks using Google docs, Microsoft Outlook, Teams, Word, and Excel.
- May interact with other UD departments including Mail Services, Telephone Services, Public Safety, Facilities, Parking & Transportation Services, Environmental Health & Safety, and Admissions.
- May provide additional support to Events Team in preparing and setting up for events. This may involve moving chairs and rolling tables.
- Complete special assignments and assist with special projects, as needed to meet the needs of the Dean, the College, the Health Sciences Complex, and/or the STAR Tower.

Qualifications:

- Associate or bachelor's degree is preferred.
- Ability to handle multiple tasks concurrently, and skill in organizing resources and establishing/adjusting priorities in a rapidly changing environment.
- Ability to interact effectively with a wide range of constituencies both within and outside the university and an ability to adjust to changing environment essential.
- Ability to work independently, anticipate issues and proactively seek resolutions.
- Excellent interpersonal and collaborative skills and excellent verbal and written communication skills.
- Ability to maintain effective working relationships with colleagues, departmental personnel, University entities, and the public.
- Ability to exercise the utmost confidentiality in every respect.
- Ability to routinely lift items up to 20 pounds.

Contact Information: Resumes with cover letter should be emailed to: CHS-Facilities@udel.edu