University of Delaware

Position: Part Time Administrative Assistant III, Student Health Services

Location: Student Health Services, Laurel Hall

Hours: 24-29 hours/week

This is a non-benefitted position

Deadline: Until filled. Applications reviewed immediately.

Hiring contact: Ebony Wood (ebwood@udel.edu). Please submit a cover letter, resume, and contact information for two professional references.

Context of the Job:
Student Health Services (SHS) is the primary student health unit on the University of Delaware Campus. Situated within the Division of Student Life, SHS provides essential services and support to students and campus stakeholders to enhance the development of personal and social responsibility and to foster safe, healthy, inclusive, and supportive communities at UD. SHS partners with students and staff to develop vibrant inclusive environments which encourage student success and engagement, a culture of care for all members, values-congruent decision-making, and the cultivation of skills and knowledge so students may become citizens and leaders in our increasingly global society. Staff members support the Mission and Vision of Student Health Services as well as those of the Division of Student Life to ensure student success.

Under the general supervision of the Practice Manager, this is the third level Administrative Assistant. Tasks include organizing and coordinating administrative activities in support of a variety of operational areas. The incumbent ensures the implementation of, and compliance with, internal and external administrative policies and procedures as well as determine priorities and resolve administrative issues. Responsibilities include providing exemplary customer service via telephone and in-person to students, alumni, staff, faculty, and external guests, point of contact for special events, and performing various tasks and projects.

The Administrative Assistant handles highly sensitive and confidential information and acts as backup for the Medical Service Representatives. The position requires excellent interpersonal skills including keen listening skills and problem-solving skills and always maintaining sensitivity while handling highly sensitive and confidential information.

Major Responsibilities – Administrative Assistant III:

- Assist the Clinical Practice Manager, Administrative Specialist, and Administrative Assistant IV with administrative support needs as requested.
- Word processing documents produced typically require composing correspondence in addition to the work performed at the second level, i.e., formatting, tables/columns creation, graphics, use of macros and merging information from different documents/applications. Spreadsheets produced typically require developing formulas for calculations, analyzing data to make projections, creating a spreadsheet database, query database and developing/printing reports, create and use macros in
addition to the work performed at the second level, i.e., recording/arranging data, creating charts/graphs. Database applications typically require creating and maintaining the database as the sole support and includes activities such as performing calculations and embedding objects in addition to the work performed at the second level, i.e., design, create and edit file structures; sort/filter tables; and create/modify queries. Presentations typically require developing layout, outline, slide presentation and handouts to create original presentations.

- Composes complex letters and/or memoranda, etc. (e.g. explaining department practices/policies) for own or supervisor's signature.
- Be proficient with Google docs, Teams, Microsoft Office Suite; manage scheduling calendar(s).
- Ability to direct students/clients to appropriate offices for set appointments.
- Familiarity with campus buildings, campus directory, and campus administrative processes.
- Obtains administrative and financial information for which an administrator may base his/her decisions for making recommendations.
- Keeps superior apprised of issues and accomplishments, follows up and tracks workflow and resolves problems relating to procedures and deadlines.
- Principal contacts are for the purpose of coordinating administrative details with internal and external constituents related to programs/functions. Principal contacts are for the purpose of obtaining or verifying information in the processing of unit program data, to provide technical assistance concerning system processed information and resolving problems relating to procedures and deadlines.
- Greets and directs visitors; answers phones and takes messages; answers questions requiring knowledge of terminology, organization, supervisor's responsibilities, etc. (e.g. appropriate referrals/triage, general purpose of the unit)
- Arranges and coordinates meetings (including space and equipment).
- Designs office filing systems; organizes and maintains files (including confidential files); maintains, updates and reviews reference materials and manuals.
- Compiles information from standard sources and prepares data reports (e.g. number of forms processed during the month)
- Principal contacts are for the purpose of obtaining or verifying information in the processing of unit program data, to provide technical assistance concerning system processed information and resolving problems relating to procedures and deadlines.
- Resolves routine questions and problems, and refers more complex issues to higher levels.
- Works under limited supervision.
- Applies intermediate to advanced skills appropriate for the position or specialization.
- Knowledge of principles and practices of general administration.
- Skill in coordinating diverse activities to ensure completion of projects and work assignments.
- Additional duties as assigned.

Qualifications:
- High school diploma or GED, Associate's degree preferred, and three to five years of experience.
- Proficient computer skills including use of Microsoft Office.
- Applicants must have education, training and/or experience demonstrating competence in each of the following areas:
  - Experience in office operations which includes operating office machines, handling incoming and outgoing mail, postal and shipping services, answering phones, directing calls and taking messages; file maintenance; maintaining and updating supplies.
  - Experience in data collection which includes collecting, compiling, and maintaining data from
multiple sources such as files, records, databases, customers, staff, or others.
- Experience in using standard computer software programs for word processing, spreadsheets, or databases.
- Knowledge of creating reports which includes combining and presenting data from multiple sources in an organized format. High level of accuracy and attention to detail.
- Sensitivity to the needs of others.
- Ability to provide accurate sensitive service to patients and to interact well with healthcare professionals.
- Ability to maintain good public relations and communicate effectively and interact well with people of all ages and diverse backgrounds.
  - Commitment to fostering a workplace culture of belonging, where diversity is celebrated, and equity is a core value.
  - Demonstrate an understanding and consideration of the differing needs and concerns of individuals with varying identities, cultures, and backgrounds.
- Ability to foster a cooperative work environment.

**Special Requirements:**
- Position requires employee to be able to lift, with or without assistance, equipment weighing up to 10 pounds. Position requires employee to be able to sit for prolonged periods of times.

This is a part-time, miscellaneous wage position with no University of Delaware benefits. The position provides the opportunity for up to 29 hours per week as needed. Expected weekly schedule will be in-person, Monday through Friday from 8:30am - 12:00pm and/or 1:00pm - 5:00pm. Compensation rate will be commensurate with experience.