

Position No: U81299
Incumbent: N/A
UIN: N/A
Department: Urban & Regional Planning
College: Fine and Applied Arts
Current Classification: Office Manager

Function

This position provides front office support and oversight, confidential services to the Head, and manages departmental office operations.

Organizational Relationships

Employee reports directly to the Department Head, who reports to the Dean of the College of Fine and Applied Arts (FAA), who reports to the Vice Chancellor of Academic Affairs and Provost.

Duties & Responsibilities

- 1) Greets and receives visitors to the department and manage traffic flow of front office.
- 2) Maintains calendar for Head and departmental shared calendars, scheduling appointments and meetings, setting priorities and rearranging schedule as necessary and appropriate.
- 3) Works with the Head to schedule and prepare for department meetings (takes minutes, makes room reservations and ensures any equipment needs are met).
- 4) Serves as recording secretary for monthly faculty meetings. Coordinates meetings; prepares agenda with Head and distributes agendas and necessary background materials. Attends meetings and records, revises, and distributes minutes. Maintains record of minutes in proper electronic folder(s).
- 5) Reviews and sorts incoming mail to the department. Sorts and prioritizes mail for the Head, when necessary. Takes initiative to respond to procedural and informational requests regarding department functions, services, and events.
- 6) Answers telephone for the main office line, monitors and maintains department voice mail, and occasionally screens calls to the Head.
- 7) Provides support for departmental search committees to ensure guidelines and procedures are met as set forth by the Office of Equal Opportunity and Access (OEOA). Responsible for submission of all search forms in Hire Touch system and working with the HR Specialist and Director of TBH Business Services Center to post job descriptions and advertisements of vacancies as appropriate and meet OEOA standards. Receives and monitors all applications in Hire Touch and provides information to the search committee members. Arranges search committee meetings, including charge meeting, candidate reviews, and finalist interviews. Makes travel and lodging arrangements for finalists invited to campus. Submit summary form in Hire Touch to close out search.
- 8) Ensures that forms for the Report of Non-University Activity are distributed and collected, checking that forms have been completed properly, signed and sent forward as necessary to meet deadlines. These reports are strictly confidential.
- 9) Holds departmental elections including faculty senate, advisory committee, grievance committee, and College of Fine and Applied Arts Executive Committee department representative, following University procedures and guidelines while maintaining confidentiality.

- 10) **Participates in departmental decisions** concerning the purchase of office equipment. Conducts needs assessments for new or replacement equipment, reviews available equipment, and **recommends purchases**.
- 11) Serves as support staff for the Promotion and Tenure process of faculty in the department. Sends out letters requesting evaluation of faculty members' research. Collect evaluations from outside sources. Keep all materials organized and confidential.
- 12) Solicits and sends textbook requests to the bookstore for faculty.
- 13) **Make travel arrangements** for faculty, students, and visitors. Use T-card to make appropriate purchases. Reconcile T-card charges in TEM.
- 14) **Arranges departmental events**, including our annual fall picnic, our end of the fall semester luncheon, the Wetmore Visiting Practitioner lunches, the MUP Capstone Reception, and more, in coordination with the Assistant Head. Manages all aspects of the events from invitations and catering arrangements, to execution and wrap-up.
- 15) Makes minor copy edits to department website and manages department web calendar. Utilizes webtools to distribute communications on behalf of the department.
- 16) Completes the biennial Inventory for the department to meet the OBFS requirements. Manage archival file system, storage space, surplus/scrap process.
- 17) Purchases items on University issued P-card and i-Buy as requested by Head, Assistant Head, or faculty. Maintains office supply inventory and ensures department is well supplied to meet operational demands.
- 18) Serves as a team member to the department and perform additional appropriate duties for this classification that will further the mission of the department.

Knowledge Required for the Job

- 1) Employee must have a good working knowledge of all the office support functions required to effectively implement the policies of the department, college, and campus.
- 2) This position requires independent judgment and initiative.
- 3) This position requires an extensive knowledge of Department programs and policies, and University procedures and policies, together with an understanding of the relationship of the Department to the College and the University. The ability to use Microsoft Word and Excel software is necessary.
- 4) Employee must possess an understanding of the University P card and T-Card systems. He/she must possess the ability to follow the guidelines for their use and to reconcile transactions. Employee must be proficient with policies and procedures involved with processing expense reimbursements using the online Travel and Expense Management (TEM) system.
- 5) Employee must also have knowledge and ability to organize and manage diverse activities involving people, programs, and other resources.
- 6) Expertise in written and oral communication with the ability to convey the appropriate information effectively to others, including persons within the department, across campus and off campus is expected.
- 7) Knowledge and experience to perform the skills required to utilize word-processing software, personal computer equipment and the numerous electronic systems the University has adopted.
- 8) Good organizational skills, initiative, and accuracy.
- 9) Exceptional interpersonal service skills are a must.

Responsibility

As the first point of contact for students and visitors to the Department's front office, the Office Manager is significant in conveying a positive image of the Department. The ability to promote a friendly, welcoming atmosphere for the Department is essential. The duties as outlined above are the responsibility of this position and the employee will be required to work with supervision as necessary. Employee must possess sound judgment and is responsible for prioritizing workload to meet deadlines and furnish accurate data and services to the department. This position is supervised primarily through guidelines, the long-term assignment of duties and responsibilities as outlined the preceding sections, and the periodic review of the operation by the Assistant Director. The day-to-day setting of priorities and schedules, implementation of policies, and operation of the office are responsibilities of this position with insight from the Assistant Director.

Difficulty

This position is expected to conduct a wide variety of tasks independently as outlined in the Duties and Responsibilities section. This position, under general guidelines, makes decisions, formulates plans and procedures, sets priorities, and gathers input to accomplish established goals and objectives.

The person in this position must demonstrate maturity and initiative and be self-motivated since he/she will be required to make independent judgments and take appropriate actions consistent with general policies and guidelines. Patience and tact are required. Employee must be able to work under pressure, be flexible, and be able to handle multiple tasks simultaneously.

Personal Relationships

Contacts are made for the purpose of receiving or giving factual information involving Departmental or University policy, establishing policy, coordinating with Departmental committees, etc.

Contacts are with co-workers, numerous offices at the University, faculty members and students in person, by phone, and other electronic means; as well as contacts with visitors to the Department Head such as applicants for jobs, seminar speakers, visiting scholars, etc.

Employee will have daily personal contacts by phone or in person with Departmental faculty, staff, and students. This individual has widespread public contact not only with the University but also with individuals from other institutions and agencies at the state, national, and international level. The ability to represent the Department in the highest professional manner at all times is critical.

Environmental Demands

The physical requirements include lengthy periods of telephone conversation, sitting at a computer, and conducting walking errands between campus facilities. There may be some occasional lifting and moving of heavier equipment when checking in orders and dealing with inventory is required or boxes while filing. The work environment requires mental and emotional stability.

Comments

This position requires extreme accuracy, ability to work under pressure, self-discipline and organization, as well as flexibility and patience. The job involves mental exertion and some physical.