PURPOSE
Serve as the principal assistant to the Executive Director of Housing & Food Services, providing responsive, independent and effective administrative support in a highly confidential and professional manner. Demonstrate a high degree of personal initiative, flexibility and personal judgment in all assignments, strong communication skills, and ability to organize and prioritize tasks to ensure smooth work flow and excellence of work standards.

RESPONSIBILITIES
• Represent the Executive Director and serve as a liaison with senior HFS leadership, staff, University departments, professional organizations, students/family members, and outside agencies.
• Respond to and resolve issues of varying complexity and ambiguity, requiring research, investigation and follow up, including the engagement of appropriate staff.
• Independently manage the administrative components of special projects as required, e.g., professional staff merit raise process. Compile and maintain information that may require web or library researching, gathering, compiling and updating data and records.
• Participate in committees and special project teams for the Executive Director’s Office to support office administration, morale and operational efficiency. Assist in the coordination of special departmental events and functions.
• Independently coordinate and prioritize project workload to meet timelines and deadlines.
• Plan, prioritize and schedule meetings and appointments for the Executive Director and other senior leadership. Make decisions on a daily basis regarding calendar updates.
• Maintain global and individual calendars; make room reservations; and prepare agendas, minutes and meeting materials. Synthesize and disseminate information as needed. Ensure that the Executive Director is fully briefed on matters relating to meetings.
• Serve as a resource for internal inquiries regarding purchasing, personnel, facilities, administration, specialized programs, etc. Explain policies, answer questions and independently resolve problems whenever feasible.
• Prepare complex reports, documents and presentations, adding appropriate graphic and design elements and editing content as needed. Perform basic statistical calculations on data for reports and presentations.
• Arrange and coordinate travel arrangements for Executive Director and staff, including itinerary preparation and processing travel reimbursement.
• Manage budget for HFS Executive Director’s office.
• Hire and supervise the HFS Administration Program Assistant, evaluate job performance and take corrective action if performance is not acceptable.
• Receive callers by phone, email and personal visit. Work independently to evaluate and assess calls, requests and issues in anticipation of the Executive Director’s response.
• Support purchasing requirements for Department, research items and obtain price quotes, and maintain ProCard information as required.
• Oversee the functions of the HFS Administrative Office, including document management.
• Perform related duties as assigned.
SUPERVISION
• Supervise the work completed by direct report(s), ensuring they have the depth and breadth of knowledge required to demonstrate appropriate productivity, quality and customer service. Provide ongoing constructive feedback to support their success, and provide leadership that reflects departmental values, policies and procedures.
• Provide guidance to direct report(s) on requirements and/or opportunities for learning and professional development.
• Design and maintain the rotating coverage schedule for HFS classified administrative staff, student staff and/or non-HFS temporary employees to ensure proper staffing levels are maintained in the reception area to meet customer service standards during all times. If direct report(s) has unscheduled absence, promptly develop temporary coverage schedule for the period of absence.
• Ensure all staff who provide coverage are appropriately informed and trained.

IMPACT TO THE UNIVERSITY
This position interfaces directly with faculty, staff, students, parents, organizations and visitors. In doing so, it frequently conveys the first impression of the Department and/or University.

POSITION COMPLEXITIES
• The broad scope of the Executive Director’s Office and the Executive Director’s activities, including reports and presentations to staff, the Board of Regents, student groups, University departments and outside professional organizations
• Use of critical and independent judgment in daily work, taking initiative, prioritizing matters of importance and accomplishing a broad spectrum and volume of work
• Demonstrated ability to adjust to rapid and unexpected changes and the ability to perform all duties in a manner that promotes a team concept reflective of the mission, vision and values of Housing & Food Services

WORKING CONDITIONS
Regular weekday office hours, with some travel to campus meetings to support and/or carry out the Executive Director’s requirements.

REPORTS TO
Executive Director

QUALIFICATIONS
A bachelor’s degree and at least three years of progressively-responsible experience*.

Competencies needed to be successful in the position include:
• Oral and written communication skills
• Listening skills
• Ability to handle sensitive and/or confidential information according to specified rules
• Ability to manage emotions and interact with others without expressing frustration, anger, or impatience
• Demonstrate cultural competency and engage in continuous learning
• Ability to manage complex projects
• Ability to identify and access needed resources
• Ability to interpret and apply information and policies in order to resolve an issue/problem
• Ability to exercise judgement that leads to resolution of issues/problems
• Ability to gather information using online resources
• Attention to detail
• Meet stated timelines/deadlines
• Ability to prioritize competing demands
• Ability to produce error-free documents
• Ability to synthesize narrative formats and graphics into reports and presentations
• Ability to write and develop materials that require little to no editing
• Ability to use advanced features in Microsoft software, including Word, Excel, PowerPoint, Visio and SharePoint.
• Ability to work collaboratively with others as peers to accomplish work
• Ability to evaluate quality and quantity of work and provide appropriate feedback

*Equivalent education/experience will substitute for all minimum qualifications except when there are legal requirements, such as a license/certification/registration.

CONDITION OF EMPLOYMENT
A satisfactory outcome from employment verification and reference check processes is required prior to hire.

Revised March 15, 2021