OVERVIEW:

The Office of Administrative Services serves as principal operational management for all seven Advancement departments to include the Office of the Senior Vice President and Chief Advancement Services, Office of Principal Gifts, URMC, Academic Services, Office of Engagement and Communications. The Office of Administrative Services interacts daily and directly with internal and external contacts at all levels to include the President’s office, Board Office, Office of Finance, Office of Human Resources, as well as all levels of staff within Advancement to ensure operational alignment of staff within Advancement is in support of the University of Rochester’s highest priorities.

With minimal direction and with latitude for independent judgment, serves as the primary administrative support for the Associate Director to the Office of Administrative Services and other University constituents. The assistant will exhibit the highest degree of donor-centric customer service and be a key resource for constituents seeking information. This position works with high level relationships of an extremely confidential matter at a variety of levels and significance of subject matter.

This position requires expert abilities to work in Excel, OASIS, knowledge of Microsoft PowerPoint and Project, as well as an understanding of data maintenance in Access. This position necessitates comfort in working with project information, a team-oriented environment, is independent with excellent judgment, possesses attention to detail, is an assertive problem-solver, takes initiative, is a team player, has strong customer relations skills, and an inquisitive, mature individual with the ability to adjust to changing priorities and challenges in a busy environment.

GENERAL PURPOSE:

Serves as principal administrative support for the Office of Administrative Services managing the operational efforts of Advancement staff and relative administrative services of the Associate Vice President. Communicates with all Advancement staff at all levels, including department heads and senior staff on behalf of the Associate Vice President. Daily communication with the Office of the Senior Vice President, Office of Principal Gifts, Office of URMC, Academic Services, Office of Engagement and Communications as well as external contacts to include the President’s office, Board Office, Office of Finance, Office of Human Resources, as well as all levels of staff within Advancement. Responsible for coordinating all Advancement-related material for the Associate Vice President, distributing time-sensitive documents to all offices and managing all Advancement-related communications on behalf of the Associate Vice President and Administrative Services leadership.
SPECIFIC RESPONSIBILITIES:

25% Microsoft proficient and demonstrated expert ability to utilize Microsoft Project to create and generate reports, make edits, and create spreadsheets in Excel. Database management, to include navigation through Microsoft Access, Microsoft Project, as well as Online-Advancement query tools and manage the OASIS database. Collaborates with supervision to finalize reports for project-related activities. Ability to interface with various levels of the organization to gather, forecast and planning information. Ensure accurate management of meetings and/or informational seminars for review of material and performance. Create, manage, edit, design content for all leaders in the Office of Administrative Services. Organization is a must. Manages the arrangements for the associate vice president’s events, meetings, both on and off campus, and other activities and distributes material to the appropriate leadership. Requires the highest level of confidentiality, coordination, attention to detail, accuracy, follow-up, and strict adherence to deadlines.

25% Manages operational planning deliverables and reporting material for the Associate Vice President. Develops reports to support business goals and operational metrics. Manages confidential databases to include a recruiting/candidate database, an internal employee performance management database, a system to update, store, develop reports and record learning and development racks and trainings. Manages all payroll activities to include monthly, semi-monthly, biweekly hourly, and student payroll in concert with Advancement Services timekeeper. Management of the talent management team’s meeting schedules, onboarding of new employees, and current employees around career path development.

25% Manages all agenda preparation, operational planning, deliverables and other meeting materials with high level of strategy. Highly involved with follow-up action items from meetings. Manages and participates in meetings within Advancement at the discretion of the Associate Vice President. Manages travel for the Office of Administrative Services. Manages electronic calendar of Associate Vice President, Director of Employee Relations, Senior Director of Talent Management, Employee Development and Recruitment, when choosing or recommending among competing demands on time, referring matters to be handled by others. Creates itineraries, plans and makes arrangements for meetings, and other special events on campus, off campus, and out-of-town. Relaying and frequently anticipating the leadership instructions, preferences, concerns, obtaining reports and/or recommendations. Always assures that University officials and others concerned are informed of decisions. High level of decision making, communication and best judgment are in order at all times.

10% Develops and establishes procedures and schedules to meet operational needs, including weekly communications to Advancement staff operational activities.
Assists in writing of operating and procedural manuals, instructions, prepares materials for publication about the department’s activities.

15% Represents the Office of Administrative Services in communicating instructions and interpreting administrative matters. Confidential interaction with Advancement staff at all levels, trustees, major gift prospects, and high-level volunteers. Support for volunteer engagement and campaign related activities, requests and analyzes reports, gift processing, database entry, and other tasks and duties as assigned by the Associate Vice President.

5% Determines equipment needs and makes allocation within the department. Initiates orders for space, equipment, supplies and services. Coordinates maintenance of departmental accounts. Prepares data for financial reports, expenditures; reviews and approves invoices and other personnel actions.

REQUIREMENTS:

College graduation or an equivalent combination of experience and training. Three to five years related work experience including at least three years in administrative capacity in an academic office or project management or equivalent experience in business.

NOTE: This document describes typical duties and responsibilities, and is not intended to limit management from assigning other work as required.

11/11/15