

Position: **Program Assistant**
Grade: **51**
Reports to: **Executive Director**

Overview:

The staff member, with minimal direction and with latitude for independent judgment, supports operational activities in Alumni Relations and events included in Meliora Weekend and regional activities. The Program Assistant will exhibit the highest degree of donor-centric customer service and be a key resource for constituents seeking information about University services and programs, particularly Alumni Relations activities. This position is responsible for a wide range of departmental duties and involves considerable interaction with alumni relations staff, advancement staff, students, vendors, and other constituents.

40% Meliora Weekend Operations Support

Support alumni operations staff in planning and managing Meliora Weekend activities and events.

- ◆ Work with event staff and senior director of alumni relations on weekend logistics, including on- and off-campus space reservations; ground transportation; hotels; event database management; weekend registration; and general customer service.
- ◆ Plan and implement various general event operations including but not limited to registration, headquarters, coordination of flowers, parking and shuttles, car service, hotel reservations, decorations, event schedules, reporting and other weekend details as assigned
- ◆ Reconcile Meliora Weekend accounts and maintain daily Meliora Weekend expenditures
- ◆ Schedule Meliora Weekend planning committee activities
- ◆ Manage Meliora Weekend email queries
- ◆ Manage hotel logistics and communications

30% Event Registration Coordination

Manage event registrations for the Office of Alumni Relations, regional activities and serve as point of contact to constituents interacting with the Office of Alumni Relations via telephone, email, postal mail.

- ◆ Create events in Harris for on line registration and manage daily revenue ledgers for reconciliation with Bursar including revenue for other units as needed
- ◆ Accept and track registrations via telephone, email and postal mail
- ◆ Update OASIS with registration lists and final lists of attendees/no shows
- ◆ Maintain and circulate RSVP lists for events; post on internet
- ◆ Process payments, including checks and credit cards and credits and modifications to order
- ◆ Ensure accurate management of event invitees, respondents, and attendees within OASIS

- ◆ Produce event-specific nametags, attendee lists and other registration-related materials in coordination with other event staff

20% Operations Support

Support senior director of alumni operations in day-to-day activities.

- ◆ Coordinate distribution of departmental calendars, parking passes and mail
- ◆ Coordinate ordering, inventory, leasing and maintenance of office supplies
- ◆ Process all financial paperwork for office
- ◆ Work with assistant director on monthly reconciliation of ledgers
- ◆ Staff on and off-campus alumni events as necessary

10% General office duties

- ◆ Cover front-desk reception when needed
- ◆ Perform basic support duties, including sorting and routing mail, covering telephones, managing calendars, compiling and editing reports, and composing and editing correspondence, and maintaining files.
- ◆ Complete requests from alumni or other constituents at the discretion of senior department staff.
- ◆ Generate and compile reports using Advancement databases.
- ◆ May occasionally supervise student or temporary employees

Qualifications:

- ◆ Two years of post-high school secretarial studies or the equivalent. Associate's degree preferred
- ◆ Three to five years of secretarial or office experience. Higher-education experience preferred
- ◆ Demonstrated ability to work with minimal supervision
- ◆ Strong customer service experience
- ◆ Effective interpersonal communication skills
- ◆ Ability to plan, prioritize, and track details of multi-stage projects and multiple tasks
- ◆ Capability with Microsoft Office suites of programs (particularly Excel and Access), relational customer databases, and basic office equipment
- ◆ Ability to occasionally climb stairs.
- ◆ Access to car and ability to do errands on campus and within the local area as needed
- ◆ A personal belief in mission, goals and objectives of private higher education and a desire to change the world
- ◆ Ability to work as a member of a team to accomplish objectives
- ◆ Some evening and weekend work
- ◆ Other tasks and duties as assigned