

Position: Secretary 4
Reports to: Director of Class Programs

Overview:

This staff person will be a vital member of the Class Programs team and will perform a variety of duties including project management, and staff support that require extensive word processing, spreadsheet, and database knowledge. This position will support multiple staff in a variety of projects and administrative work. This role involves interaction with alumni, advancement staff, and other constituents. The ideal candidate will have a background in customer service and/or administrative support and will have the ability to balance multiple projects and demands at once. This position will report directly to the director to class programs with the potential to support others in the Office of Alumni Relations.

Specific Responsibilities:

40% Office & Data Management

- Data Entry of multiple data points and volunteer indications in a Microsoft Access Database
- Updating various volunteer, attendance, and historical spreadsheets
- Data entry and management of multiple web pages and maintain user approvals
- Running and creating various reports from advance database and Cognos system, including but not limited to, preexisting and new reports for mailings/emails and volunteer usage
- Updating biographic information for constituents in database
- Working with various constituents on specific projects that require customer service, tracking and coordination
- Duties also include managing internal mailings, fielding telephone calls, and filing
- Coordinating schedules and activities, placing orders for supplies and services, and tracking progress and results

40% Team Support

- Manage volunteer meetings from lunch orders, material preparation, and follow up.
- Run, organize, and format data lists for staff and volunteers
- Provide support to staff with events, which could include but is not limited to creation of registration spreadsheets, maintenance of registration lists, correspondence with event participants, generation of attendee lists and nametags
- Provide support to staff with regards to event preparation including gathering and packing/shipping materials, creating and distributing checklist for event staff; small in-house mailings from start to finish; and nametag generation
- Manage transactions, travel reimbursements and vendor payments for staff members
- Support during large alumni weekend; which requires some evening and weekend work

20% Support Director

- Schedule meetings
- Prepare general written correspondence
- Database entry (contact reports, pulling and analyzing reports)
- Write/edit high-level emails and letters to volunteers

- Process expenses
- Other tasks and duties as assigned by the Director of Class Programs

Qualifications:

- Two years of post-high school secretarial studies or the equivalent. Associate's degree preferred
- Two to three years of secretarial or office experience. Higher-education experience preferred

Skills

- Proficiency in Microsoft Office suite of programs, relational customer databases, and basic office equipment
- Demonstrated ability to work with minimal supervision
- Strong customer service experience
- Outstanding oral and written communication and customer service skills, including direct interpersonal skills.
- Ability to plan, prioritize, and track details of multi-stage projects and multiple tasks
- 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
- Ability to work as a member of a team to accomplish objectives