

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 Constituent Engagement 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 and Constituent Engagement 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. Specific team support responsibilities include two teams: Strategic Initiatives and Young Alumni & Student Engagement.

40% Meliora Weekend Operations Support

Support alumni operations staff in planning and managing Meliora Weekend activities and events. Plan and execute all aspects of weekend headquarters activities.

- ◆ Work with event staff and executive director of alumni relations on weekend logistics, including on- and off-campus space reservations; ground transportation; hotels; event database management; weekend registration; committee management and meeting coordination, and general customer service.
- ◆ Plan and implement various general event operations including but not limited to registration, headquarters, banners/signs, 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 all coordination of headquarters and serve as main point of contact for over 10,000 constituents, vendors and event managers.

30% Event Registration Coordination

Manage event registrations for the Office of Alumni Relations and Constituent Engagement regional activities, with particular focus on programs within Strategic Initiatives and Young Alumni/Student Engagement. Serve as point of contact to constituents interacting with the Office of Alumni Relations via telephone, email, postal mail. Serve as one of 4 support staff that manage registrations for the office's anchor events including Global Days of Service, George Happy Hours, Welcome Celebrations and Holiday Parties.

- ◆ Create events via on line registration system and manage daily registration tracking, invitee lists and follow up communication.
- ◆ 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 executive director of alumni operations in day-to-day activities.

- ◆ Manage executive director's calendar and coordination of meetings, committee schedules using good judgement for accurate scheduling and coordination.
- ◆ Coordinate distribution of departmental calendars, parking passes and mail.
- ◆ Coordinate ordering, inventory, leasing and maintenance of office supplies.
- ◆ Process all financial paperwork for two teams: strategic initiatives and young alumni/student engagement.
- ◆ Work with assistant director on monthly reconciliation of ledgers.
- ◆ Manage volunteer data in OASIS for Young Alumni/Student Engagement volunteers.
- ◆ Manage process of condolence cards for deceased alumni monthly. Coordinate data, printed cards, signing and mailing for senior team members.
- ◆ Assist with stewardship mailings as needed.
- ◆ 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 required; bachelor's degree preferred
- ◆ Three to five years of secretarial and 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
- ◆ Strong technical skills including Microsoft Office suite of programs (particularly Excel, Word and Power Point), 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

