# Operations Assistant – Position Description

## Position Purpose

## To manage the daily administrative and financial activities to facilitate an efficient administrative infrastructure supporting the department’s multi-disciplinary academic and research goals.

## Duties and Responsibilities

* Manages, plans, and coordinates the departmental calendar.
* Coordinates and schedules a variety of activities.
* Coordinates with other offices and departments to arrange co-sponsorship of events.
* Plans, coordinates, and oversees projects related to department programs.
* Coordinates and arranges special events (conferences, dinners, luncheons, retreats, etc.) including organizing logistics for speakers, locating and reserving facility space, arranging for necessary services, coordinating schedules and itineraries, and overseeing actual event.
* Manages the administrative functions of education programs including compliance with required reporting and tracking of activities and accomplishments.
* Oversees the coordination of graduate level courses including document creation, file retention, organization and execution.
* Coordinates preparation and upload of all course materials for Department courses.
* Keeps the department schedule of course meetings.
* Ensures that appropriate rooms are reserved and that textbooks are ordered.
* Assists in preparing and grading exams, records the grades, and provides statistics to the course directors.
* Monitors security of and students’ access to graded exams.
* Makes arrangements for approved accommodations for special-needs students.
* Interacts with and responds by phone, email and in person to questions from teaching faculty and students.
* Creates and maintains all files and tracks progress of students in graduate program.
* Orders binding services for theses of students in graduate program.
* Coordinates, attends, and participates in various meetings as requested by the supervisor.
* Gathers information for the meetings, coordinates items for the agenda, and distributes material to participants prior to the meeting.
* Takes minutes of the meeting, prepares and distributes reports, and follows up on details to ensure timely and accurate dissemination of information.
* Delivers exceptional customer service, ensures responsiveness and accuracy
* Interacts regularly with a wide range of internal and external constituents and staff members and conveys information on behalf of the department.
* Regularly handles confidential or sensitive information, exercises discretion concerning its disposition.
* Interprets, applies and explains office, department, and College policies and procedures.
* Communicates respectfully with a diverse community.
* Interacts regularly with a wide range of internal and external constituents and staff members and conveys information on behalf of the department.
* Regularly handles confidential or sensitive information, exercises discretion concerning its disposition.
* Interprets, applies and explains office, department, and College policies and procedures.
* Communicates respectfully with a diverse community.
* Prepares a wide variety of materials such as correspondence, committee minutes and reports, handouts; proof reading to ensure accuracy.
* Maintains office files and department databases, following records retention procedures. May act as Records Custodian for the department.
* Manages Fixed Assets and Records Retention/Shredding programs for the department.
* Develops and maintains. May assist with maintenance of departmental and program websites.
* Maintains office equipment and orders office supplies.
* Coordinates with Geisel Facilities office on office moves and other facility related issues.
* On-boards and orients new employees and visitors to the office and the community.
* Supports the office’s mission to foster inclusiveness and diversity.
* May be responsible for basic financial transactions, including business expense reimbursements, invoices, vendor forms, etc.

## Knowledge, Skills and Abilities

## Excellent verbal and written communication and interpersonal skills.

## Ability to work effectively, independently, and as a member of a team.

## Willingness and ability to exercise judgment and initiative and to interact with a diverse set of faculty, personnel, and outside agencies in a professional manner.

## Flexibility and openness to change.

## Ability to plan work, set priorities, and respond to pressures, deadlines, and changes in schedules and priorities.

## Attention to detail and accuracy.

## Ability to maintain and foster confidentiality.

## Proficiency in database management, spreadsheets, and other computer software.

## Willingness and ability to learn additional computer applications.

## Familiarity with College accounting systems and procedures preferred.

## Position Requirements

Education: Associate’s degree

Experience: 3+ years of relevant experience

FLSA: Non-Exempt