

WARREN WILSON COLLEGE
POSITION DESCRIPTION

POSITION TITLE: Office Manager/Program Assistant

DEPARTMENT: Service-Learning

REPORTS TO: Interim Dean of Service-Learning

POSITION SUMMARY:

The Office Manager/Program Assistant provides secretarial support to the Dean and oversight to the Office of Service-Learning, building management, and student service graduation requirement data management. This includes the training, supervision and evaluation of student workers assigned to the front office.

SPECIFIC RESPONSIBILITIES:

1. Assists the Dean of Service-Learning with email and written correspondence, report writing, events coordination, filing, appointment scheduling, and preparation of check requests.
2. Oversees and manages the office and the building.
3. Manages Service-Learning email account. Responds to agencies, students, and colleagues promptly. Forwards and copies emails of interest to S-L staff as appropriate.
4. Supervises work crew students assigned to the Service-Learning front office.
5. Organizes and maintains student files.
6. Manages student service transcript database.
7. Serves as liaison with the Office of the Registrar regarding student records.
8. Serves as liaison with the Accounting Department for program expenditures.
9. Maintains regular and special communication with all cohorts of students and individual students related to Service-Learning graduation requirements and deadlines.
10. Receives students' *Extended (Service) Project Papers*, records in students' files, distributes among staff for critique, forwards Deans' approval/rejection.
11. Keeps accurate financial records and files of all departmental expenditures.
12. Prepares forms, participant lists, and requests for checks for food and gas for service break trips. Balances cash and receipts and prepares reports for accounting department at trips' completion.
13. Coordinates service transportation schedule, all van usage, and transportation paperwork.
14. Serves as the initial contact and welcoming presence for all visitors to the office. Greets students, staff, and visitors and furnishes appropriate information and other assistance as needed.
15. Maintains community partners agency files.
16. Confers with the Dean and other staff on student crew orientation, ongoing training and education, and individual crewmember's strengths, areas for growth, problems, plans, and evaluations.
17. Attends and helps plan and coordinate Service-Learning special events.

18. Collaborates with full Service-Learning staff in program planning, execution, and evaluation.
19. Transcribes notes for staff and crew meetings.
20. Assists the Service-Learning Advisory Committee (SLAC) in emailing meeting notices, taking minutes, and coordinating breakfasts.
21. Other tasks as assigned.

WORKING CONDITIONS:

1. Office environment.
2. Occasional stress during peak periods.
3. Must be able to focus on detail-oriented work accurately amid constant activity.

QUALIFICATIONS:

1. Diverse administrative and interpersonal skills, including computer literacy in Microsoft Word and Excel.
2. Good written and oral communication skills.
3. Highly developed organizational abilities.
4. Ability to work well with college students as a supervisor and mentor.
5. Collaborative skills.
6. Strong commitment to efficiency and accuracy to detail.
7. Cheerful demeanor, flexibility and ability to multitask.