

ADMINISTRATIVE SUPPORT SPECIALIST (ADVANCED)
College of Arts, Humanities, & Sciences – Center for Social Justice

The Center for Social Justice is a mid-sized social sciences based center housed in the College of Arts, Humanities, and Sciences. The Center is interdisciplinary in nature and brings together scholars and resources across the areas of Sociology, Economics, and Political Science. The Center is committed to educating students at both the undergraduate and graduate level with a passion in the areas of social, political, and economic justice and supporting faculty with a commitment to research in these areas.

This position reports to the Business Manager for the Center of Social Justice. This position’s primary purpose is to serve as the first point-of contact for all incoming communications to the center. This position serves as the receptionist for the center and triages all calls, visitors, and mail on behalf of the unit. This position also serves as the primary administrative contact on facilities issues and provides day-to-day transactional support on basic financial activities for the center.

POSITION DESCRIPTION		JOB DUTIES (percentages indicate time and effort of employee performing these duties)
1	40%	RECEPTION <ul style="list-style-type: none"> Receives and triages all incoming calls for the Center, redirecting calls and messages as necessary Greets visitors and informs necessary parties of their arrival Assigns visitor parking permits and maintains parking log for the department Maintains reception area, ensuring area remains neat and professional Monitors inventory of office supplies; coordinates and places office supply orders Center-wide Assists with incoming and outgoing US mail; receives all incoming/outgoing packages on behalf of faculty and staff in the Center Schedules meetings for departmental staff to include sharing directions, parking information, and agendas as directed by meeting coordinators
2	30%	FACILITIES ASSISTANCE <ul style="list-style-type: none"> Assists Facilities Manager with building maintenance, recycling, room set-up, and other building-related needs Oversees Center meeting rooms, reserving meeting space for department staff and ensuring meeting rooms are prepared for upcoming events Posts conference/meeting room schedule daily Triages work order requests and handles all administrative facilities requests; notifies Facilities Manager when needs arise that are not administrative in nature
3	25%	FINANCIAL ASSISTANCE <ul style="list-style-type: none"> Assists Business Manager with transactional financial requests Assists Business Manager with Accounts Payable and Accounts Receivable Assists Business Manager with departmental procurement activities Performs data entry using MS Excel Deposits departmental checks when asked by Business Manager
4	5%	OTHER DUTIES <ul style="list-style-type: none"> During peak recruitment season, assists Student Services Manager with mailing letters of acceptance, scheduling advising sessions, updating student records, and performing other administrative tasks related to student services as needed Schedules and confirms candidate interviews for Master’s Program admission Plans events (catering, room reservation, hotel logistics) for students during admissions weekend every fall and spring Perform other duties as assigned within the Center

PERFORMANCE PLAN INDIVIDUAL GOALS (percentages indicate weight toward performance rating)		
1	CUSTOMER SERVICE	Weight: 20%
<p>Represent the Center professionally at all times to serve as the “face” of the Center in order for our colleagues, clients, and students feel welcomed and attended to so that the Center is viewed positively by our stakeholders.</p> <ul style="list-style-type: none"> • Return all phone calls/respond to all messages within 4 business hours • Check mail daily at 10a and 2p; distribute to appropriate staff members within one hour of receipt • Ensure rooms and parking are reserved and that visitors have information needed (in terms of direction, parking, etc.) to make visit to the center positive • Achieve positive feedback of 95% or greater on room reservation/set up process from customer service tickets related to room reservation process • Maintain professional front office area, cleaning area and removing trash when needed <p>Exceeding expectations may include significant unsolicited feedback from customers on positive customer service.</p>		
2	STANDARD OPERATING PROCEDURE DOCUMENTATION	Weight: 15%
<p>Create SOPs for duties related to admissions and event planning in order to provide consistency, efficiency, and quality in our administration of these events so that we help to put a “best foot forward” in engaging and attracting top students to the Center.</p> <ul style="list-style-type: none"> • Meet with stakeholders involved in admissions process for MA program, determine roles in the process, and identify stress points in the efficient operation of the events (due June 30) • Establish a short follow-up survey for students to gain feedback on the events for future planning (due July 31); Student ratings of the events should average no less than a 4.0 on a 5-point scale over the course of the year (showing satisfaction with the process and feeling engaged and positively toward the department); The average rating should either maintain or improve over the course of the first year • Develop concise and clear template emails/itineraries for students interviewing for admission, including checklists for critical points in student recruitment process and a list of vendors / key contact information used for recruitment events (due Aug 31) • Develop flowchart that provides an overview of the admissions process and who in the Center participates at various points in the process (due Aug 31) • Implement new procedures by September 1 so that survey data can be collected with each event through the fall and spring semesters <p>Exceeding expectations may include determining additional processes needing documentation, taking initiative to develop helpful resources and tools, or making useful recommendations to streamline student recruitment process.</p>		
3	CREATE FACILITIES TRACKING SYSTEM	Weight: 10%
<p>As part of your responsibilities to assist with the administration of facilities requests, design a ticketing and tracking system for all facilities requests in order to triage and resolve facilities requests more efficiently and effectively so that our presenters, participants, and colleagues can productively work in a pleasant and conducive environment.</p> <ul style="list-style-type: none"> • Work with IT group to create facilities email request system to track work orders • Log requests in database within one hour of receipt • Triage requests and respond at least 85% of the time within 2 hours of receipt • Tracking system should be operational by March 31 <p>Exceeding expectations may include starting phase two of tracking system before end of cycle, which includes working with IT to establish tracking metrics to share with Business Manager in order to better assess facility needs.</p>		
4	PEOPLESOFT TRAINING AND PROFICIENCY	Weight: 5%
<p>Achieve proficiency in new PeopleSoft Finance System by end of performance cycle in order to process actions accurately so that our transactions are compliant with University policy.</p> <ul style="list-style-type: none"> • Attend required trainings necessary to obtain system access • Attain 80% accuracy/approval of actions from central finance within 24 hours of submission without actions being returned due to user error or being incomplete • Create FAQs related to system access/processing of transactions <p>Exceeding expectations may include obtaining mastery of system and providing assistance to other users in the department on finance/admin functions as needed.</p>		

ANNUAL APPRAISAL	<i>Example: SYDNEY – EXCEEDING Expectations</i>
<ul style="list-style-type: none"> • Rate each Individual and Institutional Goal. <ul style="list-style-type: none"> ▪ 1 = Not Meeting Expectations ▪ 2 = Meeting Expectations ▪ 3 = Exceeding Expectations • Multiply the Weight by the Rating to get the Score for each goal. Use two decimal places. (Example: 10% x 2 = 0.20) 	<ul style="list-style-type: none"> • Add all of the Scores together to assign a Final Overall Rating. <ul style="list-style-type: none"> ▪ 1.00 to 1.69 = Not Meeting Expectations ▪ 1.70 to 2.69 = Meeting Expectations ▪ 2.70 to 3.00 = Exceeding Expectations • Provide comments and signatures on the next page.

#	INSTITUTIONAL GOALS	Weight	x	Rating	=	Score
1	Expertise	10%	X	3	=	0.30
2	Accountability	15%	X	3	=	0.45
3	Customer-Oriented	15%	X	3	=	0.45
4	Team-Oriented	5%	X	3	=	0.15
5	Compliance & Integrity	5%	X	2	=	0.10
6	Supervision <i>(if applicable)</i>	-	X	-	=	-
Subtotal						1.45

#	INDIVIDUAL GOALS	Weight	x	Rating	=	Score
1	Customer Service	20%	X	3	=	0.60
2	Standard Operating Procedure Documentation	15%	X	3	=	0.45
3	Create Facilities Tracking System	10%	X	3	=	0.30
4	PeopleSoft Training and Proficiency	5%	X	2	=	0.10
5	-	-	X	-	=	-
Subtotal						1.45

FINAL OVERALL RATING	TOTAL SCORE	=	2.90
Has the employee received a disciplinary action during this performance cycle <u>and/or</u> received any rating of 1 (Not Meeting Expectations) on this appraisal? If YES , then the final overall rating <u>cannot</u> equal Exceeding Expectations, regardless of the total score.		YES	
		NO	X
NOT MEETING EXPECTATIONS		MEETING EXPECTATIONS	
		EXCEEDING EXPECTATIONS	X

(See comments on next page)

ANNUAL APPRAISAL*Example: SYDNEY – EXCEEDING Expectations***SUPERVISOR COMMENTS ON EMPLOYEE’S PERFORMANCE**

Sydney has had an excellent first year since starting with the Center June 5. She has presented herself as a model employee and has exceeded most of the expectations outlined in her performance plan. I have received unsolicited positive feedback almost weekly about her positive attitude, professionalism, and helpfulness. I have observed her treat the full range of her clients with the same care and attention, whether they are a prospective student or a ranking faculty member. Her customer service feedback data related to room reservations/set up was 100% positive for the year. Clients noted her willingness to troubleshoot and negotiate when there were room conflicts that needed to be resolved (Ind. Goal 1).

Sydney took the lead on two big projects for our office this year: the standard operating procedure guidelines (Ind. Goal 2) and the creation of the facilities tracking system (Ind. Goal 3). She completed the SOP project on time and was able to identify and eliminate several redundant and conflicting activities from the old process, which resulted in a significant reduction in the complexity of our processes (to the immense satisfaction of our admissions group). I was impressed that she was able to make these changes without alienating any colleagues or casting blame. It is sometimes challenging for a new employee to get long-standing employees to change how they are doing things, but Sydney’s collegial and respectful “we’re in this together” approach generated buy-in and goodwill rather than resistance.

Sydney lights up when working with the students and their parents, and I received many comments from parents about her helpfulness and clarity; one called her “an absolute gem.” Even though her role is primarily administrative and supportive for our admissions events, she has become an integral part of the program’s success.

Sydney’s work on the Facilities Tracking System is already a huge success, and its implementation has streamlined many processes in our work with that group. She far exceeded expectations in implementing phase one (two months ahead of schedule), is almost through with phase two (which originally was planned for completion by October), and is already working with our student services group to recommend how a similar process may work for tracking their applications. I appreciate her ability to pull information together and find innovative solutions to long-standing issues.

As the rollout of the PeopleSoft system has been a challenge for all of our campus, Sydney has shared in that struggle. Despite frustrations with the system, she has maintained a positive attitude and is continuing to learn what is expected of her in using the system (Goal 4).

We are so fortunate to have her on our team representing the Center!