

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: SLOANE – MEETING 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	2	=	0.20
2	Accountability	15%	X	3	=	0.45
3	Customer-Oriented	15%	X	2	=	0.30
4	Team-Oriented	5%	X	2	=	0.10
5	Compliance & Integrity	5%	X	2	=	0.10
6	Supervision <i>(if applicable)</i>	-	X	-	=	-
Subtotal						1.15

#	INDIVIDUAL GOALS	Weight	x	Rating		Score
1	Customer Service	20%	X	2	=	0.40
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						1.25

FINAL OVERALL RATING	TOTAL SCORE	=	2.40
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 cannot equal Exceeding Expectations, regardless of the total score.		YES	
		NO	X
NOT MEETING EXPECTATIONS		MEETING EXPECTATIONS	X
		EXCEEDING EXPECTATIONS	

(See comments on next page)

ANNUAL APPRAISAL	<i>Example: SLOANE – MEETING Expectations</i>
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SUPERVISOR COMMENTS ON EMPLOYEE’S PERFORMANCE

Sloane’s greatest successes this year have been in overseeing and managing the two primary projects outlined in his performance plan: Individual Goal 2 - working on standard operating procedures for the office; and Individual Goal 3 - creating a facilities tracking system.

Sloane has demonstrated an outstanding ability to manage projects, coordinate with stakeholders, and achieve deliverables on/ahead of schedule. He has already moved on to phase 2 of the tracking system ahead of schedule, has completed the SOPs outlined, and has made recommendations for (and begun creating) additional SOPs that will be beneficial for our office. The guidance documents he created for the admissions events were incredibly well-designed, and I received many comments from students and parents on how helpful, concise, and clear they were. I have shared them with several colleagues in the College who are planning to adapt them for their use. This is an impressive contribution for someone so new to the team, and speaks to Sloane’s strengths. Others in the organization have taken note of his project management skills and have begun asking his for advice on their own projects, and Sloane has been very willing to assist his colleagues. This is the type of teamwork and collaboration we strive for in our Center.

Sloane is consistently presents a pleasant attitude and is professional and helpful to all clients and co-workers. He represents the Center in a positive light. His background in project management has assisted him in excelling at his project work. Sloane continues to develop proficiency in the general office tasks and, like the rest of campus, he is working to understand our new financial system and has attended all required trainings. The system is at times counterintuitive, which I think has been challenging for Sloane to adapt to, but I also see him actively working out the kinks in his communications with me and the help desk.

Sloane has developed strong working relationships with our IT contacts through his project work. He struggles sometimes understanding the nuances of the university environment and the challenges associated with interacting with and adapting to faculty, staff, student, and parent populations. We have discussed some stressful conversations with upset customers, and Sloane has struggled to know how to address these situations in the moment from the customer-relations side (he is proficient with most of the technical aspects in these interactions).

I encourage Sloane to take time in the coming year to find opportunities to connect with others on a more personal level to better anticipate customer needs and behaviors in the moment. He is meeting all other expectations in these areas, and I am confident once he develops a better grasp of the culture of our center and its players and gets a few more communication strategies under his belt, he will function more confidently and successfully in these duties. I am pleased that, as a new employee, he has stepped up to serve on the Center’s social committee, as this may help him learn more about the people and personalities at the Center.

I also encourage Sloane to continue to speak up with his ideas – his unique background helps him see things from a new and different perspective for our team. This new energy and these creative ideas can only benefit the work of our Center.