

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

PERFORMANCE PLAN INDIVIDUAL GOALS (percentages indicate weight toward performance rating)		
<b>1</b>	<b>CUSTOMER SERVICE</b>	<b>Weight: 20%</b>
<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"> <li>• Return all phone calls/respond to all messages within 4 business hours</li> <li>• Check mail daily at 10a and 2p; distribute to appropriate staff members within one hour of receipt</li> <li>• 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</li> <li>• Achieve positive feedback of 95% or greater on room reservation/set up process from customer service tickets related to room reservation process</li> <li>• Maintain professional front office area, cleaning area and removing trash when needed</li> </ul> <p>Exceeding expectations may include significant unsolicited feedback from customers on positive customer service.</p>		
<b>2</b>	<b>STANDARD OPERATING PROCEDURE DOCUMENTATION</b>	<b>Weight: 15%</b>
<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"> <li>• 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)</li> <li>• 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</li> <li>• 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)</li> <li>• 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)</li> <li>• Implement new procedures by September 1 so that survey data can be collected with each event through the fall and spring semesters</li> </ul> <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>		
<b>3</b>	<b>CREATE FACILITIES TRACKING SYSTEM</b>	<b>Weight: 10%</b>
<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"> <li>• Work with IT group to create facilities email request system to track work orders</li> <li>• Log requests in database within one hour of receipt</li> <li>• Triage requests and respond at least 85% of the time within 2 hours of receipt</li> <li>• Tracking system should be operational by March 31</li> </ul> <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>		
<b>4</b>	<b>PEOPLESOFT TRAINING AND PROFICIENCY</b>	<b>Weight: 5%</b>
<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"> <li>• Attend required trainings necessary to obtain system access</li> <li>• 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</li> <li>• Create FAQs related to system access/processing of transactions</li> </ul> <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	<b>Example: SHANNON – NOT MEETING Expectations</b>
<ul style="list-style-type: none"> <li>• Rate each <b>Individual</b> and <b>Institutional Goal</b>.               <ul style="list-style-type: none"> <li>▪ 1 = Not Meeting Expectations</li> <li>▪ 2 = Meeting Expectations</li> <li>▪ 3 = Exceeding Expectations</li> </ul> </li> <li>• Multiply the <b>Weight</b> by the <b>Rating</b> to get the <b>Score</b> for each goal. Use two decimal places. <b>(Example: 10% x 2 = 0.20)</b></li> </ul>	<ul style="list-style-type: none"> <li>• Add all of the <b>Scores</b> together to assign a <b>Final Overall Rating</b>.               <ul style="list-style-type: none"> <li>▪ 1.00 to 1.69 = Not Meeting Expectations</li> <li>▪ 1.70 to 2.69 = Meeting Expectations</li> <li>▪ 2.70 to 3.00 = Exceeding Expectations</li> </ul> </li> <li>• Provide <b>comments</b> and <b>signatures</b> on the next page.</li> </ul>

#	INSTITUTIONAL GOALS	Weight	x	Rating	=	Score
1	Expertise	10%	X	2	=	0.20
2	Accountability	15%	X	1	=	0.15
3	Customer-Oriented	15%	X	1	=	0.15
4	Team-Oriented	5%	X	2	=	0.10
5	Compliance & Integrity	5%	X	2	=	0.10
6	Supervision <i>(if applicable)</i>	-	X	-	=	-
<b>Subtotal</b>						<b>0.70</b>

#	INDIVIDUAL GOALS	Weight	x	Rating	=	Score
1	Customer Service	20%	X	1	=	0.20
2	Standard Operating Procedure Documentation	15%	X	2	=	0.30
3	Create Facilities Tracking System	10%	X	1	=	0.10
4	PeopleSoft Training and Proficiency	5%	X	2	=	0.10
5	-	-	X	-	=	-
<b>Subtotal</b>						<b>0.70</b>

FINAL OVERALL RATING	TOTAL SCORE	=	<b>1.40</b>
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 <b>YES</b> , then the final overall rating <u>cannot</u> equal Exceeding Expectations, regardless of the total score.	YES	X	
	NO		
<b>NOT MEETING EXPECTATIONS</b>	<b>X</b>	<b>MEETING EXPECTATIONS</b>	<b>EXCEEDING EXPECTATIONS</b>

*(See comments on next page)*

**ANNUAL APPRAISAL****Example: SHANNON –  
NOT MEETING Expectations****SUPERVISOR COMMENTS ON EMPLOYEE'S PERFORMANCE**

It has been a challenging first year for Shannon since she began June 5, and she has struggled to complete many of her assigned duties in the manner outlined in her performance plan.

Shannon has struggled significantly in terms of her time management skills. She has failed to meet established deadlines such as completing the Facilities Tracking System by March 31 (Goal 3) meeting established deadlines to check mail daily on a set schedule, which has impacted the overall efficiency of the office. We have talked about the need for Shannon to be more mindful of the time and her schedule and have begun mapping out a schedule for her work day to accommodate her getting everything required done for the office.

While she has made good progress on developing the SOP documentation (Goal 2) and met most of the deadlines for that goal, it has been at the expense of other work getting completed in the office. That project was a significant portion of her first few months on the job, and her focus on that work may have contributed to not establishing a regular workflow for her other duties.

We have had numerous discussions regarding her interactions with colleagues and clients (Institutional Goals 3 and 4). Co-workers and clients have stated that Shannon often seems sullen and/or disengaged. Feedback from customer service tickets response averaged 76% for the year (below the expected 85% on the performance plan), and aggregate data indicates that Shannon has been inefficient in her response time and is perceived as unprofessional when following up with customers (there were frequent comments from a variety of customers that described the interactions as "abrupt" and that she looks "unhappy" at the front desk). This is true from my own observation, and Shannon and I have discussed this on several occasions throughout the year. Within our 2-person "team," Shannon has been more responsive and more positive with me, but that needs to carry forward to our internal and external clients as well.

As the face of the office, Shannon is expected to always greet visitors and callers with a friendly demeanor. This is not happening with regularity and must be improved. Shannon has shared that when she is 'stressed out' or trying to concentrate, she has a hard time keeping her customer and team orientation going at the same time, so finds it difficult to "shift gears" in the moment. We have discussed training possibilities to help address this.

I need to see improvement in Shannon's professionalism and prioritization. Too much time is being spent on one project at a time, which causes other projects to fall behind. We are a dynamic, growing Center, and Shannon needs to sustain the necessary multi-tasking skills to meet expectations for this position. I would like for her to attend "Developing Organizational Skills" training this year. And I also want her to continue to work with me on outlining a daily/weekly schedule to follow to ensure all tasks are getting done in the time prescribed.

Shannon's probationary period ends June 4.