Wichita State University

Academic Office Manager (6008N, 6008E)

Job Description

GENERAL DESCRIPTION OF POSITION
Provides senior level administrative support to a Dean by managing a calendar and overseeing budgets and other processes handled by the office. This position works independently to handle complex, sensitive situations with the potential to have major impact on the organization. Provides support for all major executive functions and ensures compliance with all applicable procedures, policies, and regulations. Must maintain confidentiality when handling personal information and other sensitive matters.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Hires, trains, and evaluates employees in non-supervisory roles; assists with hiring, salary, and discipline recommendations.

2. Receive and direct calls and electronic correspondence.

3. Monitor office supply inventory and prepare purchasing documentation.

4. Assist with the preparation of reports and presentations.

5. Manage communications with staff and implement conflict resolution procedures as necessary.

6. Prepare travel arrangements and documents required for travel expenses.
7. Maintain accurate records of meetings and relevant correspondence.

8. Manage executive schedules and appointments.

9. Respond to requests and inquiries from internal staff, external representatives, and community leadership.

10. Serve as first contact in the office; confer with members of the public, students, faculty, staff, and others.

11. Provide leadership and development for office staff members by providing mentoring, coaching, skill enhancement, team building, cross training, and customer service activities.

12. Serve as the office timekeeper by auditing timekeeping and exception reports.

13. Coordinate meetings by planning schedules and securing rooms as meeting locations.

14. Interview, hire, train, manage and mentor student workers.

15. Additional duties can include scholarship coordination, foundation fund maintenance and serving on various committees and councils, among other things; exact duties depend on the departmental functions of the assigned office.

Perform any other related duties as required or assigned.

QUALIFICATIONS
To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE
This position requires a Bachelor’s Degree in Business, Communications or a related field. 3 or more years of experience in an administrative setting generally required; exact requirements may vary depending on office of employment. Familiarity with Adobe Acrobat and Microsoft Office

ADDITIONAL SKILLS
Intermediate: Ability to cultivate and sustain relationships with diverse audiences. Ability to follow instructions and pay attention to detail. Ability to organize and prioritize work. Ability to solve problems. Ability to work collaboratively. Ability to work on multiple tasks simultaneously.

PHYSICAL ACTIVITIES
Sit at a desk and use hand, wrist and finger movements to operate a computer regularly. Talk and listen to students, colleagues, and other individuals in-person and over the phone on a regular basis. Lift and carry supplies and equipment weighing up to 10 lbs.
ENVIRONMENTAL CONDITIONS
General office conditions; moderate noise level