102633 Administrative Assistant IV (Pay Grade 28N) Administrative Services

Deadline: January 12, 2015

Responsibilities:

- Manage day-to-day operations and services of the Library administrative office which includes both Administrative Services and the Office of the Vice Provost. Analyze and evaluate office procedures, staffing, budgets, equipment and technology; plan and implement changes. Coordinate communication of office information among all levels of staff in the Library administrative office. Resolve difficult and sensitive service inquiries. Interact with vendors and staff in university offices to resolve difficult problems. Supervise three Administrative Assistant II positions, and one to three student assistants.

- Provide administrative support for the Associate University Librarian for Administrative Services. Process sensitive and confidential information related to personnel concerns, including work associated with the University of Delaware Library Rank and Promotion System. Supervise leave management processes for exempt and non-exempt staff. Coordinate distribution and tracking of annual and probationary performance appraisals.

- Provide administrative support for recruitment and employment. Assist in scheduling interviews, making travel arrangements and preparing interview packets for candidates. Prepare search committee appointment letters, interview packets for interviewers, and notifications to applicants at the conclusion of searches. Participate in planning and supervision of student employment functions including recruitment, on-boarding, orientation and evaluation processes.


- Coordinate other administrative support functions, including graduate carrel assignments, telephone and key maintenance services throughout Morris Library building, and office support for Library staff organizations, committees, and projects. Assist with small building projects, such as changes in office furnishings and wall hangings. Assist with supervision of library facilities unit and services, as needed.

- Perform other job-related duties as assigned.
Qualifications:

Requires high school diploma or GED and five years of related administrative support experience. Knowledge of department policies, priorities and objectives, operations and functions of all program areas. Knowledge of administrative support practices and procedures. Skill in drawing conclusions and developing solutions to operational or service problems. Excellent judgment and discretion in handling confidential and sensitive concerns. Skill in coordinating diverse activities to ensure completion of projects and work assignments. Ability to verify accuracy of information, resolve discrepancies and follow-up on outstanding activities. Ability to understand, explain and apply rules, regulations, policies and procedures. Ability to establish and maintain effective working relationships. Skill in coordinating program operations. Skill in applying the tools used in creating and modifying spreadsheet and database applications. Skill in applying basic and advanced tools used in word processing applications. Knowledge of the methods and techniques in composing written communications such as responses to inquiries and narrative reports. Knowledge of grammar, punctuation, spelling and composition. Ability to communicate effectively with faculty, staff, students and the public. Ability to interact well with people of all ages and diverse backgrounds.

Preferred qualifications: previous experience with web editing software, such as WordPress; previous experience with University HRIS, SIS, and Sakai systems; previous supervisory experience, including training and performance management.

Hours: Monday through Friday 8:00 a.m. – 4:30 p.m. with some flexibility needed to cover staffing needs and late afternoon projects.

To Apply: Include cover letter and resume, along with the names and contact information of three employment references, in a single document, following University of Delaware application instructions at [http://www.udel.edu/udjobs/](http://www.udel.edu/udjobs/) by January 12, 2015.

Equal Employment Opportunity

*Employment offers will be conditioned upon successful completion of a criminal background check. A conviction will not necessarily exclude you from employment.*

*The University of Delaware is an Equal Opportunity Employer which encourages applications from Minority Group Members, Women, Individuals with Disabilities and Veterans. The University's Notice of Non-Discrimination can be found at [http://www.udel.edu/aboutus/legalnotices.html](http://www.udel.edu/aboutus/legalnotices.html)*