Coordinator, Operations
47044BR
Campus: Tempe
Coordinator

Job Description

The Coordinator, Operations for the Hugh Downs School of Human Communication (HDSHC) is an energetic, highly organized, flexible, and quick-learning professional who performs advanced administrative and facility responsibilities to support the administrative operations of the school. We seek a professional who is multi-talented, excited to learn and contribute, and ready for the various areas of responsibility assigned to this position. Reporting to the Business Operations Specialist, Sr., the Coordinator, Operations will also work closely and collaboratively with faculty, students, and other members of the office staff.

Job Family
Generic

Department Name
Hugh Downs School Of Comm

Full-Time/Part-Time
Full-Time

VP Code
EXEC VP/PROVOST

Scope of Search
Open

Grant Funded Position
This is not a grant funded position and is not contingent on future grant funding.

Salary Range
$32,459 - $46,000 per year; DOE

Close Date
26-November-2018

Category
02

Essential Duties

Administrative Support: This function includes, but is not limited to, duties such as:
Take and transcribe the minutes for bi-weekly faculty meetings and annual faculty retreat.
Place orders for textbooks and desk copies each semester.
Initiate all phases of student worker hiring in Concur including posting the position, screening the applications, scheduling interviews, and making job offers.
Assist Assistant Director with various HR forms, including Out-of-State Employment forms and renewals and adjunct and affiliate renewals.
Provide support to faculty searches at the administrative level including creating spreadsheets and agendas, sending out communications, making food and room reservations, and overseeing the logistics of booking the airfare and hotel reservations.
Check out keys for building and room access, based on availability and prior reservation requests; manage and request codes for combination locks.
Coordinate on-boarding tasks to prepare for the arrival of new faculty, students, and staff each semester.
Place orders for the school’s supplies, paper, business cards, and stationery.
Oversee membership to several listservs.
Serve as School’s backup roster contact to ensure grades are reported by ASU deadlines.
Serve as backup for course and room scheduling.
Serve as School’s Environmental Health and Safety Compliance Officer.
As part of the office team, assist Business Operations Specialist, Sr. with various reconciliation and basic business operations tasks, act as backup if needed for the front office staff, and assist with special projects as directed.

Event Planning:

Serve as planner and coordinator of all HDSHC events, meetings, large-scale conference receptions, retreats, new student orientation lunches, and other special events; includes arranging equipment, tables, seating, and overseeing catering orders; sending invitations and managing RSVPs; tracking costs to ensure event is within specified budget.
Arrange for specified faculty to attend graduation ceremonies.
Work in conjunction with Manager of Marketing and Communication to facilitate ASU Homecoming and Open Door events.
Travel on a bi-annual basis to oversee the HDSHC reception at two annual conferences (November and February).

Customer Service: This function includes, but is not limited to, duties such as:

Serve as a key staff contact for projects and issues relating to space, facilities management, and custodial services across all buildings and space for which the school is responsible. Work with Assistant Director to coordinate moves, employee offices, furniture, and signage. Coordinate annual space survey to ensure accurate record keeping and utilization of department space.
Serve as department liaison for FACMAN and Olympus, submitting service requests as necessary.
Supervise student workers and ensure front office coverage.
Respond to Salesforce email inquiries and independently compose correspondence on a variety of subjects requiring judgment, originality, and knowledge of issues involved.
• Answer phones in the absence of student workers by becoming knowledgeable concerning the operations of the HDSHC, undergraduate advising, and the Online MA Program.
• Sort and distribute mail, packages, and paychecks in the absence of student workers.

Manage multiple high-priority activities in a fast-paced environment requiring considerable coordination and follow through; respond to technical administrative inquiries and ensure resolution and necessary follow-up is performed.

Exercise sound judgment in decision-making, anticipate, recognize and resolve internal and constituent issues.

Minimum Qualifications

Bachelor’s degree in a field appropriate to the area of assignment AND three (3) years of related experience; OR, Any equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved.

Desired Qualifications

• Evidence of a Bachelor’s degree
• Evidence of at least three (3) years of related experience in a fast-paced environment.
• Evidence of supervising experience and working with students.
• Experience in a wide variety of administrative functions including customer service, calendaring, scheduling, and event planning.
• Experience working in a higher education and/or executive environment.
• Experience using Microsoft Office applications at an advanced level (i.e., Word, Excel, Outlook).
• Experience using Google Drive, Dropbox, Adobe Pro, Concur, Workday
• Ability to learn and adapt quickly, as well as be comfortable with technology and new processes.
• Evidence of effective verbal and written communication skills, as well as oral/written/media presentation.
• Experience in making administrative and procedural decisions and judgments on sensitive, confidential issues.
• Experience in managing multiple high-priority activities requiring considerable coordination and follow-through to meet deadlines and requirements.

Working Environment

This position requires:

• An 8-5PM, Monday-Friday work schedule. Occasional weekend work and/or travel will be required for events.
• Reading, writing, seeing, hearing, and clearly communicating verbally to perform essential functions.
• Quickly changing priorities which may include and/or are subject to resolution of conflicts.
- Supervising student workers.
- Performing activities in an environmentally controlled office setting.
- Using software and computer equipment (monitor, keyboard, mouse) for extended periods of time.
- Using office equipment, i.e. printers, copiers, fax machines, telephones, calculator.
- Frequently bending, reaching, lifting, pushing, pulling, and transporting up to 25 pounds.
- Standing for varying lengths of time and walking moderate distances to perform work.
- Driving an ASU golf cart to travel throughout campus.

Department Statement

The Hugh Downs School of Human Communication offers BA, BS, MA, and PhD degrees. The undergraduate program currently has approximately 3,000 on-campus and online majors. The School is composed of approximately 24 distinguished interdisciplinary faculty recognized for teaching and research excellence in areas of Human Communication including: health communication, intercultural communication, interpersonal communication, organizational communication, performance studies, and rhetoric.

ASU Statement

Arizona State University is a new model for American higher education, an unprecedented combination of academic excellence, entrepreneurial energy and broad access. This New American University is a single, unified institution comprising four differentiated campuses positively impacting the economic, social, cultural and environmental health of the communities it serves. Its research is inspired by real world application blurring the boundaries that traditionally separate academic disciplines. ASU serves more than 80,000 students in metropolitan Phoenix, Arizona, the nation's fifth largest city. ASU champions intellectual and cultural diversity, and welcomes students from all fifty states and more than one hundred nations across the globe.

ASU is a tobacco-free university. For details visit www.asu.edu/tobaccofree

AmeriCorps, Peace Corps, and other national service alumni are encouraged to apply.

Arizona State University is a VEVRAA Federal Contractor and an Equal Opportunity/Affirmative Action Employer. All qualified applicants will be considered without regard to race, color, sex, religion, national origin, disability, protected veteran status, or any other basis protected by law.

Notice of Availability of the ASU Annual Security and Fire Safety Report

Arizona State University is committed to providing safety and security resources and information for our students, faculty, staff, and visitors. In accordance with the federal Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act), ASU publishes an Annual Security and Fire Safety Report, which includes safety and security policies and procedures, crime and fire prevention information, crime and fire statistics, and numerous resources for current and prospective students and employees. To access the ASU Annual Security and Fire Safety Report online, visit https://www.asu.edu/police/PDFs/ASU-Clery-Report.pdf. A hard copy of this report may be obtained, free of charge, by contacting the
ASU Police Department at 480-965-3456 or by visiting the ASU Police Department at 325 E. Apache Blvd., Tempe, Arizona, during business hours (M-F, 8 a.m. to 5 p.m.).

**Employment Verification Statement**
ASU conducts pre-employment screening which may include verification of work history, academic credentials, licenses, and certifications.

**Background Check Statement**
ASU conducts pre-employment screening for all positions which includes a criminal background check, verification of work history, academic credentials, licenses, and certifications. Employment is contingent upon successful passing of the background check.

**Fingerprint Check Statement**
This position is considered safety/security sensitive and will include a fingerprint check. Employment is contingent upon successful passing of the fingerprint check.

**Instructions to Apply**
Application deadline is 3:00PM Arizona time on the date indicated.

Please include all employment information in month/year format (e.g., 6/88 to 8/94), job title, job duties and name of employer for each position.

Resume should clearly illustrate how prior knowledge and experience meets the Minimum and Desired qualifications of this position.

ASU does not pay for travel expenses associated with interviews, unless otherwise indicated.

Only electronic applications are accepted for this position.