



Job Posting

Job Title: Administrative Assistant
Job Class: Staff
Department: Alumni Relations
Reports to: Executive Director of Alumni Relations
FLSA status: 37.5 hour-wk/non-exempt/12 months

To Apply: Please email an [Otterbein Employment Application](#), resume and cover letter to hr.jobs@otterbein.edu addressing this position in the subject; FAX 614-823-1511; or mail to Otterbein University, Human Resources, 1 South Grove Street, Westerville, OH 43081. Only submissions with a completed application will be reviewed.

Deadline to Apply: Friday April 5, 2019

For an Otterbein Employment Application or more information: Please visit <http://www.otterbein.edu/Careers>

BENEFITS at Otterbein include: tuition benefits for employees and their dependents, 4 weeks of vacation, 11 paid holidays, medical, dental, vision, and competitive employer contributions to a 403(b) retirement plan.

ABOUT OTTERBEIN UNIVERSITY: Historically progressive. That is the hallmark of Otterbein University and those connected to this private university nestled in the picturesque, historic Uptown Westerville district in central Ohio. Otterbein University was established in 1847, a set of deeply rooted values still guide this model community of leaders and learners. Otterbein has set the pace by providing an educational experience that is progressive, innovative and inclusive. Today Otterbein University enrolls 2,495 undergraduate students in more than 70 majors and 393 graduate students working toward one of six master's degrees or a doctor of nursing practice degree. Students come from towns throughout Ohio and represent 42 states and 9 countries, enriching the campus through their individual and collective diversity. Integrity, humane values and an inherently just, moral compass have guided Otterbein's forward-thinking vision and actions—from its curriculum to its responsibilities as a member of academic, regional and global communities.

SUMMARY: responsible for a variety of program and publication planning, program implementation, data entry, correspondence, electronic communications, and administrative duties for the Alumni Office by performing the following duties:

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Serve as receptionist of the alumni house to greet and direct guests/visitors to appropriate individuals and/or offices. Answers telephone and directs callers to appropriate persons for information, takes messages. Serve as the point person for house service request needs.
- Perform the responsibilities as the Towers Content Editor and Processor for class notes and milestones including receiving submissions, maintaining files, correspondence, preparing word document for the magazine, proofing and all follow through needed through the process.
- Updates, design, coordinate alumni information to be shared on the alumni website
- Coordinates the alumni relations budgeting procedures and process including invoicing, accounting and record-keeping; representative to administrative assistant meetings; responsible for the alumni relations metrics by quarter.

- Serve as secretary for the alumni council preparing agenda, minutes and materials for meeting and after meeting materials to members.
- Provides administrative and clerical support for Executive Director of Alumni Relations and Assistant/ Director of Alumni Relations.
- Assists with the planning and organizing of Alumni Office related functions, including reservations and meal arrangements, serving as host, general vendor contacts and special event scheduling, and others as assigned.
- Generate database (Millennium) reports, forwards information to database (Millennium) support staff for updating, scans materials for constituent records and other Millennium duties as determined. Generates reports from Reeher.
- Responsible for the Online Directory Community process of validation, communications and problem solving with constituent.
- Responsible for creating queries and mail merges to mail and email for alumni communications, Coordinates on-campus printing and publication mailing processes and designated printing jobs off campus.
- Inputs alumni events in database (Millennium). Processes mail-in, phone, registrations and web site registrations for all alumni events, including following proper procedures for registration fees, etc. for all alumni events. Regularly generates updates for attendance list on web site.
- Assists alumni with inquiries, issues, and concerns associated with the office.
- Competent in Microsoft word processor, Excel, PowerPoint, and Publisher to produce, prints and proofs internal and external documents (which may include confidential material).
- Keeps informed of campus and division initiatives by reading, discussion, integrating knowledge to apply new practices to enhance the department. Demonstrates initiative in offering solutions, positive reactions to change, open-mindedness connecting the dots to who else needs to know information or what else is affected.
- Places service calls and order supplies for IA office copier and alumni office laser printer and any other office equipment.

SUPERVISORY RESPONSIBILITIES: supervises work study students and alumni volunteers for various events and projects. Assist in managing their schedules, work flow and outcomes.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE: High school diploma or equivalent required. Associate or Bachelor's degree in a related field preferred. Two (2) years directly related experience required.

MISSION CRITICAL COMPETENCIES:

- **COMMUNICATION SKILLS**
 - Ability to present information, analysis, ideas, and positions in writing or in oral presentations in a clear and convincing manner.
 - Ability to tailor written and oral presentations to effectively reach intended audience.
 - Demonstrate active listening skills, comprehension and recall/retention of information shared, connected. Demonstrates positive reactions to change, open-mindedness connecting the dots to who else needs to know information or what else is affected.
- **INTERPERSONAL SKILLS**
 - Ability to create strong relationships with constituents and colleagues in order to develop trust and credibility with them

- Make customers and their needs a primary focus of actions, provides positive interactions and impression with customers, staff and faculty.
- Ability to work through interpersonal conflicts to ensure problems are addressed and relationships are strengthened.
- Respect confidentiality of information.
- **AGILITY**
 - Readily responds to pressing and changing demands of constituents and within the organization.
 - Take calculated risks.
- **INITIATIVE**
 - Seek opportunities to improve, streamline, reinvent work processes as a means to improve the organizations performance and effectiveness.
 - Think expansively by combining ideas in unique ways or making connections between disparate ideas.
- **ACCOUNTABILITY**
 - Take responsibility for individual and team goals.
 - Develop goals and a plan to help fulfill the division's mission.
 - Develop clear and challenging but achievable personal and organizational goals.
- **ETHICS**
 - Act in a way that reflects relevant law, policy and procedures, and university values.

CERTIFICATES, LICENSES, REGISTRATIONS: N/A

LANGUAGE SKILLS: Ability to understand and work with all nationalities over the phone and in person. Knowledge of AP Style.

MATHEMATICAL SKILLS: Must be competent in basic math and possess ability to use Excel and calculator. Budgeting experience desirable.

TECHNICAL SKILLS: Ability to use word processor and variety of software packages as well as peripheral equipment such as printers, facsimile machines and copiers.

REASONING ABILITY: Ability to establish and maintain effective working relationships. Ability to exercise a high degree of initiative and independent judgment. Ability to exercise sound judgment in unusual or new situations and in dealing with confidential information

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sitting for periods of time in front of a computer; constant interaction with alumni, faculty, company representatives and employers; unload paper and put in copiers and printers; bending and stretching for supplies; loading and unloading supplies for Institutional Advancement; standing or sitting for periods of time at Alumni functions. Must be able to meet regular and predictable attendance standards.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Duties are performed in an environmentally controlled office setting.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct and control the work of employees under supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

Otterbein University is an Equal Opportunity Educator and Employer.

Otterbein University is committed to providing a welcoming environment free from unlawful discrimination. To this end, the University prohibits any form of discrimination against any person on the basis of race, color, sex, gender, pregnancy, religion, creed, marital status, partnership status, age, sexual orientation, gender identity, gender expression, national origin, disability, military status, or any other legally protected status in its programs and activities. However, the University's commitment to a nondiscriminatory environment is not intended to abridge unduly its commitment to academic freedom, free speech, or its educational mission. Inquiries or complaints regarding any form of discrimination or harassment may be directed to:

Scott Fitzgerald Director of Human Resources and Legal Affairs
Title IX Coordinator
614.823.1130