

Office Coordinator, Dean's Office, College of Arts & Sciences

Summary: This full-time, benefits-eligible position reports to the Dean of the College of Arts and Sciences (CAS). This position provides administrative support to the Dean and works collaboratively with faculty, staff, and students to ensure that CAS successfully and efficiently accomplishes its many administrative responsibilities *This position is not exempt from provisions of the Fair Labor Standards Act (FLSA) and is eligible to earn overtime pay for hours worked above 40 in a single work week.*

Essential Duties and Responsibilities include:

Provide Administrative Support for the CAS Dean

- Manage the Dean's calendar, including setting individual and group meetings for internal and external constituents
- Assist the Dean with annual faculty evaluations
- Draft, edit, and process correspondences for the Dean

Ensure that the CAS Dean's Office Operates Efficiently and Effectively

- Greet visitors, students, and faculty in a warm and welcoming manner
- Support students, faculty, and staff by providing direction, instruction, office supplies, and helpful information
- Coordinate with CAS faculty and other departments, such as IT and Facilities, to process requests
- Communicate on behalf of the CAS Dean's Office with other departments, such as the Registrar's Office, IT, Human Resources, and Academic Affairs
- Maintain McEwen classroom readiness and quickly troubleshoot should issues arise
- Organize and assist with bulk mailings and other administrative tasks of the office
- Provide administrative support for CAS faculty meetings
- Work collaboratively with other staff to ensure office coverage during business hours
- Coordinate faculty searches, including working with search committees to schedule interviews and arrange candidate travel
- Facilitate and manage the onboarding process for new full-time and adjunct faculty, including the coordination of office moves and other needs
- Administer the adjunct faculty contracting process, including creating, distributing, collecting, and filing contracts
- Maintain accurate adjunct faculty distribution lists
- Maintain and manage filing systems, including database of full-time and adjunct faculty information
- Solicit and file course syllabi from full-time and adjunct faculty each semester
- Coordinate Dean's List notification mailings
- Order and manage CAS office supplies
- Assist the Knowledge Rate Task Force (CCS) with gathering data on recent student graduates

- Assist with annual Commencement ceremony
- Supervise work-study students
- Open, review and distribute external and inter-office mail

Secondary Duties and Responsibilities:

- Other duties and special projects may be assigned to meet department and university needs.

Experience, Knowledge and Skills Required:

- Minimum of 2-3 years of relevant experience, preferably in higher education
- Expertise in Microsoft Office suite, particularly Outlook, Excel, Word, and PowerPoint
- Excellent verbal and written communication skills
- Strong interpersonal skills with the ability to deal effectively with others at all levels within the University, including faculty, staff, parents, students, and vendors
- Ability to quickly learn and assimilate new systems and information
- Ability to consistently exercise considerable tact, judgment, and diplomacy while maintaining exemplary poise and professionalism
- Must be able to work in a fast-paced environment with demonstrated ability to handle multiple competing tasks and demands and changing priorities
- Must possess a strong, self-driven work ethic that includes taking initiative and seeing assignments through to completion
- Solid problem-solving skills and the ability to analyze components and arrive at a logical course of action while knowing when to ask for assistance or direction
- Proven ability to maintain the utmost discretion and integrity, especially pertaining to confidential matters; FERPA knowledge a plus
- Superb customer service orientation, responding to requests in a helpful and accurate manner, striving to exceed expectations
- Excellent attention to detail, accuracy, and timeliness
- Demonstrated ability to plan, organize, and control large and small projects through to completion
- Proven ability to work independently and as part of a team
- Ability to accept direction on assignments and respond appropriately to feedback
- Commitment to the University's inclusive mission
- Bachelor's degree or equivalent combination of education and experience

Application Process

Qualified candidates should submit the documentation listed below via email to hr@queens.edu in (.doc) or (.pdf) format. Incomplete applications will not be considered. Include the following:

1. A cover letter addressing the position qualifications, experience, and interest
2. Current résumé
3. Salary requirements

4. Contact information for three professional references.

Be sure to include “**OC-CAS**” and **YOUR NAME** in your email Subject Line.

(**Example:** OC-CAS Shawn Halbert)

Submissions received by July 16, 2021, will receive first consideration. Queens will continue to accept submissions until the position is filled.

About Queens University of Charlotte

Located in the heart of the nation’s second fastest growing metropolitan area, Queens University of Charlotte leverages the city’s diverse and thriving environment as an extended classroom. Nationally recognized for undergraduate programs in international and interdisciplinary education, Queens blends the best of liberal arts learning with professional preparation and community engagement. Focused on supporting success for diverse learners, faculty build close and collaborative relationships with students and help them build intentional and individualized roadmaps for flourishing at Queens and beyond. At the graduate program level, the University offers innovative educational experiences that help learners advance professionally and retool for new opportunities. Our environs afford faculty myriad opportunities to advance their own professional growth and teaching and research interests by collaborating with vibrant industry, non-profit, and community organization sectors.

Benefits

Queens offers comprehensive benefits to eligible employees, including: medical, dental and vision insurance, domestic partner benefits, defined contribution (matching) and supplemental 403(b) retirement plans, vacation and generous paid holidays, tuition remission and tuition exchange, Queens-paid life insurance, supplemental life insurance, dependent life insurance, accidental death and dismemberment insurance, flexible spending accounts (medical, dependent care, Health Savings Account), sick leave and long-term disability leave, paid parental leave, FMLA leave when eligible, reduced cost meals at Morrison Dining Hall, employee assistance program (EAP), free access to the Levine Center, wellness programs. In addition, employees may choose benefits such as pet insurance, critical care insurance and legal assistance.

Queens University of Charlotte is an equal opportunity employer and is firmly committed to supporting and celebrating all forms of diversity. Queens does not discriminate on the basis of race, color, gender, sex (including pregnancy, child birth and conditions related to pregnancy or child birth), sexual orientation, gender identity or expression, religion, age, national origin, disability, political beliefs, veteran status, genetic information or any characteristic protected by law in the administration of its educational and admissions policies, scholarship and loan programs, athletic programs, employment and hiring policies, or other University-administered programs.

Any individual with a disability who needs any reasonable accommodation under the Americans with Disabilities Act to apply for a position or otherwise to participate in Queens' job search/selection process should contact the Director of Human Resources at 704.337.2222.

Physical Requirements *(with or without reasonable accommodation)*

- *Visual Abilities:* Read reports, create presentations, and use a computer system – 75-100% of the time
- *Hearing:* Hear well enough to communicate with co-workers, vendors, and students – 75-100% of the time.
- *Dexterity, Grasping, Feeling:* Write, type, and use the telephone, copier, and computer systems – 75-100% of the time.
- *Mobility:* Kneel for physical inspection of storage areas; Open files and operate office machines; move between departments and attend meetings across campus – 50-74% of the time.
- *Talking:* Frequently convey detailed or important instructions and ideas accurately, loudly, or quickly – 75-100% of the time.
- *Lifting, Pulling, Pushing:* Exert up to 30 pounds for force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects – 50-75% of the time.
- *Cognitive/Emotional:* Ability to critically think and concentrate. Must be able to respond quickly to changes in conditions – 75-100% of the time.

Work Conditions

- Work in office environment while having contact with faculty, staff, students, parents, service providers and vendors on any given day.
- Work has deadlines, multiple interruptions, high volume and can be stressful.

This description is not intended to be an all-inclusive list of the duties and responsibilities of this positions, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended to describe the general nature of this position.