

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2018**

ADMINISTRATIVE SUPPORT MANAGER – OFFICE OF THE COLLEGE PRESIDENT

FLSA STATUS: EXEMPT – PAY GRADE: 19 – C

**JOB FAMILY: OFFICE/ADMINISTRATIVE SUPPORT
JOB FUNCTION: ADMIN SUPPORT SERVICES**

GENERAL STATEMENT OF JOB

This position is responsible for the efficient management of the day-to-day operations of the Office of the College President (OCP), provides executive support and oversees special projects. An employee in this position will have the ability to exercise good judgment in a variety of situations, with strong demonstrated written and verbal communication, technology, administrative, and organizational skills, and the ability to maintain a realistic balance among multiple priorities. The OCP Administrative Support Manager will have the ability to work independently on projects, from conception to completion, and must be able to work under pressure at times to handle a wide variety of activities and confidential matters with discretion.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Completes a broad variety of administrative tasks for the Chief of Staff including: managing an extremely active calendar of appointments; completing expense reports; composing and preparing correspondence; arranging complex and detailed travel plans, itineraries, and agendas; and compiling documents for travel-related meetings.

Schedules meetings as requested. Maintains up-to-date minutes and notes of meetings and committees.

Works closely and effectively through the Chief of Staff to keep the President well informed of upcoming commitments and responsibilities, following up appropriately. Anticipates matters of concern, having a sense for the issues taking place in the environment and keeping the Chief of Staff updated.

Communicates directly, and on behalf of the OCP on matters related to College's strategic and programmatic initiatives.

Researches, prioritizes, and follows up on incoming issues and concerns addressed to the OCP. Determines appropriate course of action, referral, or response.

Provides a bridge for smooth communication between the OCP and internal departments; demonstrating credibility, trust and support.

Provides assistance in building relationships crucial to the success of the organization, and manages a variety of special projects for the OCP.

Successfully completes critical aspects of deliverables with a hands-on approach, including drafting acknowledgement letters, business correspondence, and other tasks.

Prioritizes competing needs; handles matters expeditiously, proactively, and follows-through on projects to successful completion, often with deadline pressures.

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Participates in a support role with the College Leadership Council, including assisting in scheduling meetings, coordinating the agenda, attending meetings, and taking/transcribing meeting minutes.

Maintains the budget for the OCP and manages all functions related to travel, supplies, meeting expenses, P-Card reconciliation, etc.

Coordinates events of the OCP, including set up requirements and various services such as catering, room reservations, and meeting set-ups.

Ensures that the OCP website is kept updated.

Ensures that OCP bios are up to date and provide as requested.

Edits and completes drafts for written communications to external stakeholders.

Edits all, and creates acknowledgement letters from the President to donor qualifications.

Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.

Very strong interpersonal skills and the ability to build relationships with stakeholders, including faculty and staff, external partners and donors.

Communicate and coordinate with all levels of College personnel, as appropriate.

Expert level written and verbal communication skills.

Demonstrated proactive approaches to problem-solving with strong decision-making capability.

Emotional maturity.

Highly resourceful team-player, with the ability to also be extremely effective independently.

Proven ability to handle sensitive and confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer/client service and response.

Demonstrated ability to achieve high performance goals and meet deadlines in a fast paced environment.

Forward looking thinker, who actively seeks opportunities and proposes solutions.

Perform other related duties, as assigned.

SUPERVISION RECEIVED

Supervision is received from the Chief of Staff.

SUPERVISION EXERCISED

Supervision is exercised over part-time clerical and student workers as assigned.

MINIMUM QUALIFICATIONS

High school diploma or high school equivalency supplemented by a minimum of five (5) years of related experience.

PREFERRED QUALIFICATIONS

Bachelor's degree from an accredited college or university supplemented by three (3) or more years of related experience in executive level support, preferably in an institute of higher education. Must have effective written and verbal communications skills. Demonstrated high degree of proficiency in multiple and applicable computer software programs such as Microsoft Outlook, Word, PowerPoint, Excel, and Adobe Acrobat.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of equipment including computers. Involves some physical effort, such as standing and walking, or light lifting (5-10 pounds); or minimal dexterity in the use of fingers, limbs, or body in the operation of shop or office equipment. Task may involve extended periods of time at a keyboard.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 01/18