

OFFICIAL TITLE

SOUTH DAKOTA STATE UNIVERSITY
SECRETARY/ OFFICE MANAGER
JOB DESCRIPTION

PREAMBLE STATEMENT: A job description as defined by the Student Affairs Division is a personal contract which an individual staff member make with himself/herself and with the institution. It is a contract which is sensitive to student needs and expectations. It is also a contract which, when effectively executed, becomes a creative commitment between the individual and the institution and gives purpose, direction and professional fulfillment to the position described.

WORKING TITLE: Office Manager
DIVISION: Student Affairs
DEPARTMENT: Residential Life
FUNCTION: Serves as administrative assistant, complete administrative tasks including, but not limited to, personnel management, research, surveys, and database management. Also, serves as Departmental Communications Coordinator and as Central Office Manager with special attention to management of office support personnel and management of University Student Conduct System records.

REPORTING RELATIONSHIP: Reports to the Program Assistant I.
SUPERVISES: Central Office Secretary, Substitute Secretaries, regular part-time Senior Office Assistants and additional part-time help assigned to the Central Office.

FLSA STATUS: Non-Exempt (i.e., Subject to FLSA)
OVERTIME: Eligible.
COMP TIME: Eligible.
BASE SALARY: N11 \$19532. (FY'04)
DATE OF LAST REVISION: December 6,2004

- I. TO SERVE AS ADMINISTRATIVE ASSISTANT TO THE CENTRAL OFFICE EXEMPT AND CAREER SERVICE STAFF.
 - A. Accept tasks/projects and make decisions to implement/plan them within a reasonable time frame and consistent with the directions given.
 - B. Ensure confidentiality of all projects/conversations/information.
 - C. Ensure the accurate creation, up-dating of letters, memoranda, reports, minutes, etc.
 - 1. Initiate individual meetings with the PAI to review employee concerns, review the anticipated day-to-day operations and to plan for peak work loads.
 - 2. Assign work to Central Office Secretary and support staff ensuring that all work is proofread for accuracy.

- D. Coordinate the updating, revision, typing, printing, and distribution of departmental publications.
 - 1. Work closely with staff to develop annual revisions of publications and ensure all revisions are completed within a time frame which allows for timely printing and distribution:
 - a. Residence Life Handbook
 - b. Resident Assistant Manual
 - c. Departmental Manual
 - d. Miscellaneous publications
 - 2. Coordinate the printing and distribution of the above mentioned publications.
 - E. Coordinate administrative functions for Summer Placement Exchange
 - 1. Create and maintain databases.
 - 2. Generate letters, envelopes, listings, name tags, updates and correction notices.
 - 3. Serve as support for the Associate Director by providing information and corresponding directly via e-mail and telephone with candidates and employers.
 - 4. Provide/order needed supplies.
 - 5. Staff/manage the check-in desk.
- II. TO SERVE AS OFFICE MANAGER, INCLUDING THE SUPERVISION OF CONTRACT AND HOURLY CENTRAL OFFICE SUPPORT PERSONNEL TO ENSURE THE EFFICIENT DAY-TO-DAY OPERATION OF THE CENTRAL OFFICE.
- A. Supervise all Central Office support staff.
 - 1. Recruit, select, train, supervise and evaluate Central Office part-time student help and manage budget for same. Student help includes, but is not limited to :
 - a. Receptionists
 - b. Senior Office Assistants (approximately 3 each semester)
 - 2. Coordinate the scheduling of part-time student help, substitute secretaries and Central Office Career Service staff as necessary to ensure that Central Office work priorities are maintained and deadlines are met.
 - 3. Recruit, select, train, supervise and evaluate the Central Office Secretary, and substitute secretaries.
 - 4. Develop training schedules for all personnel you supervise.
 - 5. Annually review/revise/update the position descriptions for all positions you supervise and update all additional job descriptions as directed by appropriate supervisors.
 - 6. Coordinate the review and updating of all departmental job descriptions annually.
 - B. Manage and make decisions regarding the day-to-day operation of the Central Office.
 - 1. Ensure that the office front desk is always staffed.
 - 2. Create and manage the Central Office supply budget and ensure that adequate inventories are maintained by the Central Office Secretary.

3. Set priority for assignment and/or accomplishment of administrative tasks so that all are done on time and consistent with directives.
4. Coordinate the review and updating of departmental forms, room stuffers, and/or procedures; recommend changes to the Associate Director as needed.

III. ADMINISTER THE EVALUATION PROCESS FOR ALL CAREER SERVICE FULL-TIME STAFF.

- A. Coordinate and supervise the University evaluation process for all career service employees (approximately 50).
- B. Create detailed instructions for each supervisor including a time line that is consistent with the deadline set by the Personnel office.
- C. Conduct a meeting with all supervisors as necessary to educate them of the process.
- D. Provide forms on a computer disk for use by supervisors.
- E. Serve as a resource for supervisors needing assistance with writing the evaluation.
- F. Review final evaluation and forward all to Human Resources; ensure a copy is filed in the employee's personnel file.
- G. Assist supervisors with the completion of PDQ's.
- H. Coordinate/schedule the completion of Probationary Evaluations with appropriate supervisors.

IV. SERVE AS DEPARTMENTAL COMMUNICATIONS COORDINATOR.

- A. Serve as telephone coordinator for the department.
 1. Manage all telephone service related communication between the department and representatives of the University
 2. Prepare/submit all requests for telephone service changes/repairs.
 3. Make recommendations for updates/new Central Office telephone system.
- B. Serve as coordinator for cell phones for the department.
 1. Order and distribute cell phones as requested.
 2. Arrange for repair of cell phones.
 3. Serve as liaison with cell phone provider (Cellular One).
- C. Coordinate the use of departmental pagers/radio systems.
 1. Coordinate the acquisition and assignment of needed two-way radio systems equipment.
 2. Manage all repairs/upgrades two way system
- D. Serve as departmental computer trainer/training coordinator.
 1. Make recommendations to the PAI for computer equipment, computer software and training needs.
 2. Communicate all computer related maintenance problems to Residential Life Computer Support Specialist including, but not limited to:
 - a. Printer Problems
 - b. Hardware and Software Problems
 3. Develop and update no less than annually by July 1, a program of computer training, including competency levels, for staff you supervise.

- E. According to policies set by the US Postal Service, ensure the forwarding of all summer residence hall mail for approximately 3000 students.
 - 1. Ensure all students complete forwarding address cards.
 - 2. Coordinate forwarding mail with the campus and city post office personnel.
 - F. Accept and forward requests for residence hall mailing labels to the appropriate staff/department.
 - G. Accept requests from CSS-Is for additional laundry card money and forward request to the SDSU card office.
 - H. Call in emergency work orders to the Physical Plant Office.
- V. CREATE /DEVELOP AND ADMINISTER SURVEYS
- A. In conjunction with the Associate Director, develop and administer the EBI Survey.
 - B. Ensure all results are published and distributed to appropriate staff within the department and university.
 - C. Create/develop and assist Judicial Office with additional surveys.
- VI. DEVELOP AND ADMINISTER A PROGRAM TO MANAGE KEY CHECK OUT FOR THE DEPARTMENT AND MANAGE DEPARTMENTAL SAFES.
- A. Develop a computer program to manage the check-out of over 2000 keys for departmental personnel.
 - B. Approve all key checkouts.
 - C. Ensure the security of all key records.
 - D. Ensure that all keys not checked out to personnel are accounted for.
 - E. Approve all replacement key orders for departmental employees.
 - F. Confirm with UPD regarding stolen key reports, then call in all emergency records.
 - G. Approve combination changes for departmental safes (5).
- VII. MAINTAINS A PROFESSIONAL DEMEANOR INCLUDING POSITIVE AND EFFECTIVE WORKING RELATIONSHIPS AND COMPLIES WITH APPLICABLE STATE AND FEDERAL STATUTES, RULES, AND POLICIES IN ORDER TO EFFECTIVELY CARRY OUT THE REQUIREMENTS OF THE POSITION AND THE GOALS OF THE AGENCY.
- A. Accepts work assignments willingly and without complaint; maintains positive working relationships; no valid complaints regarding professionalism or demeanor in job performance are received; no significant violations or misinterpretations of statutes, rules, or policies.

Confirmation by:

Employee _____ Date _____

Supervisor _____ Date _____

CSEC1/SHJDAA1