

University of Virginia Alumni Association

JOB DESCRIPTION

Job Title:	Office Manager
Full-time/Part-time:	Full-time
FLSA Status:	Non-exempt
Supervisor:	Director of Human Resources
Date Prepared:	June 2019

GENERAL SUMMARY:

The UVA Alumni Association is looking for a motivated self-starter to be the Office Manager for Alumni Hall. This position serves as port of call for all visitors to the Alumni Association and requires a high degree of customer service and attention to detail.

You will welcome guests and greet people who visit Alumni Hall. You will also be responsible for being knowledgeable about the programs at Alumni Hall in order to answer basic questions about the Alumni Association and the University, redirect phone calls, and provide general knowledge to our visitors. In addition, our Office Manager's duties include offering administrative support across the organization. You will work closely with the Senior Executive Assistant to the President and CEO to support athletic ticket distribution and other back-office support for Board and Executive events.

To be successful as our Office Manager, you should have a pleasant personality, as this is first and foremost a customer service role. You should also be able to deal with emergencies in a timely and effective manner, while streamlining office operations. Multitasking and stress management skills are essential for this position. A successful candidate should also have experience with a variety of office software (email tools, spreadsheets and databases) and be able to accurately handle administrative duties.

Ultimately, your duties and responsibilities are to ensure the front desk welcomes guests positively, executes all administrative tasks to the highest quality standard and proactively works to improve the Alumni Association's procedures and day-to-day operations within your purview.

SPECIFIC DUTIES AND RESPONSIBILITIES:

- Greet and welcome guests as soon as they arrive
- Maintain a general familiarity with responsibilities of staff in order to assist inquiries appropriately and direct visitors to the appropriate person and office
- Answer, screen and forward incoming phone calls
- Provide basic and accurate information in-person and via phone/email

- Stays informed of current activities in Alumni Hall and on grounds in order to provide basic and accurate information to inquiries
- Responds clearly and concisely to inquires (email/phone/in-person) regarding basic information about the Alumni Association and its related programs
- Assists Senior Executive Assistant with back-office and event-related administrative tasks
- Distributes game day tickets in coordination with the Senior Executive Assistant
- Updates biographic records in the Alumni database
- Provides parking passes to qualified visitors
- Assists other departments with administration support as time allows (e.g., mass mailings, event name tags etc.)
- Accepts and signs for incoming packages and arranges for pick-ups of outgoing packages
- Ensure reception area is tidy and welcoming, with all necessary materials (e.g. pamphlets, forms and brochures)

EDUCATION:

1. High school diploma or GED required

EXPERIENCE:

- One year of experience in an administrative and/or Office Manager capacity where meeting and greeting visitors and the public were a part of the position responsibility
- Experience in a position that interacts frequently with individuals providing customer service is preferred
- Some knowledge of University organization and facilities as well as the Charlottesville community is desired

SKILLS/CERTIFICATIONS:

- Proficiency using Microsoft Outlook, Word, Excel and PowerPoint
- Attention to detail
- Self-motivate
- Comfort and experience utilizing the internet
- Database experience a plus

SUPERVISION:

The incumbent does not have any positions reporting to it.

ABILITIES:

1. Above average customer services skills, professional demeanor and positive attitude
2. Self-motivated, resourceful and able to work with minimal supervision
3. Strong written and verbal communication skills
4. Ability to independently research topics pertaining to administrative support and events around UVA Grounds and Charlottesville

5. Ability to prioritize and multi-task
6. Willingness to learn and grow in position

CONTACTS:

1. Callers and visitors to the Alumni Association
2. UVA Alumni/Members/Students
3. UVA Alumni Association staff

ENVIRONMENTAL/WORKING CONDITIONS:

Works in a fast-paced office environment. Able to sit for long periods of time.

OTHER: