Job Posting Preview

Coordinator, Operations
73141BR
Campus: Tempe
Coordinator

Job Description

Are you passionate and energetic about providing excellent customer service to various audiences in a higher education environment? Do you love to leverage your communication, organizational, and multi-tasking skills to make a daily impact in the operations of your workplace? Is your toolkit finely tuned and prepped to coordinate events and to elevate the front and back-end operations for the Hugh Downs School of Human Communication at ASU? If so, your next professional adventure awaits.

The Coordinator, Operations for the Hugh Downs School of Human Communication is an energetic, highly organized, flexible, and quick-learning professional who performs advanced administrative and facility responsibilities to support the administrative operations of the School. We seek a professional who is multi-talented, excited to learn and contribute, and ready for the various areas of responsibility assigned to this position. Reporting to the Business Operations Specialist, Sr., the Coordinator, Operations will also work closely and collaboratively with faculty, director, students, and other members of the office staff.

Essential Duties

Administrative Support -- This function includes, but is not limited to, duties such as:

- Communicate regularly with multiple stakeholders including students, faculty, and campus visitors.
- Provide support to faculty searches at the administrative level including creating spreadsheets and agendas, sending out communications, making food and room reservations, and overseeing the logistics of booking the airfare and hotel reservations.
- Conduct a variety of on-boarding/off-boarding tasks to prepare for the arrival/departure of faculty, students, and staff each semester.
- Complete instructor workload and funding reports as well as administer course evaluations.
- Work closely with HR Business Operations Specialist, Sr on student worker hiring process, including reviewing & updating position posting, screening the applications, scheduling interviews, and making job offers.
- Serve as School’s Environmental Health and Safety Compliance Officer.
- Assist Business Operations Specialist, Sr with basic business operations tasks and special projects as directed.
- Maintain Director’s calendar.
- Take and transcribe the minutes for bi-weekly faculty meetings and annual faculty retreat.
- Place orders for textbooks and desk copies each semester.
- Check out keys for building and room access, based on availability and prior reservation requests; manage and request codes for combination locks.
- Place orders for the School’s supplies, paper, business cards, and stationery.
- Oversee membership to several listservs and distribution lists.
- Serve as School’s roster contact to ensure grades are reported by ASU deadlines.
- Serve as backup for course and room scheduling.

Event Planning -- This function includes, but is not limited to, duties such as:

- Serve as planner and coordinator of all School events, meetings, large-scale conference receptions, retreats, new student orientation lunches, and other special events; includes arranging equipment, tables, seating, and overseeing catering orders; sending invitations and managing RSVPs; tracking costs to ensure event is within specified budget.
- Travel on a bi-annual basis to oversee the School reception at two annual conferences (typically held in November and February).
- Arrange for specified faculty to attend graduation ceremonies.
- Work in conjunction with Manager of Marketing and Communication to facilitate ASU Homecoming and Open Door events.

Customer Service -- This function includes, but is not limited to, duties such as:
• Manage multiple high-priority activities in a fast-paced environment requiring considerable coordination and follow through; respond to technical administrative inquiries and ensure resolution and necessary follow-up is performed.
• Supervise student workers, ensure front office coverage, and delegate tasks to student workers as appropriate.
• Serve as a key staff contact for projects and issues relating to space, facilities management, and custodial services across all buildings and space for which the School is responsible.
• Work with Assistant Director to coordinate moves, employee offices, furniture, and signage.
• Coordinate annual space survey to ensure accurate record keeping and utilization of School space.
• Serve as School liaison for FACMAN (facilities management) and Olympus (custodial services), submitting service requests as necessary.
• Respond to Salesforce email inquiries and independently compose correspondence on a variety of subjects requiring judgment, originality, and knowledge of issues involved.
• Answer phones in the absence of student workers by becoming knowledgeable concerning the operations of the School, undergraduate advising, and our Online MA and Undergraduate Programs.
• Sort and distribute mail, packages, and paychecks as needed.

Minimum Qualifications

Bachelor's degree in a field appropriate to the area of assignment AND three (3) years of related experience; OR, Any equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved.

Desired Qualifications

• Evidence of a Bachelor's degree
• Evidence of at least three (3) years of related experience in a fast-paced environment.
• Evidence of supervising experience and working with students.
• Experience in a wide variety of administrative functions including customer service, calendaring, scheduling, and event planning.
• Evidence of effective verbal and written communication skills.
• Experience in oral/written/media presentation.
• Experience working in a higher education and/or executive environment.
• Experience using Microsoft Office applications at an advanced level (i.e., Word, Excel, Outlook).
• Experience using Google Drive, Dropbox, Adobe Pro, Workday, Kenexa, Docusign, Salesforce, and Zoom
• Ability to learn and adapt quickly, as well as be comfortable with technology and new processes.
• Experience in making administrative and procedural decisions and judgments on sensitive, confidential issues.
• Experience in managing multiple high-priority activities requiring considerable coordination and follow-through to meet deadlines and requirements.
• Ability to exercise sound judgment in decision-making, be flexible, as well as have the ability to anticipate, recognize and resolve internal and constituent issues.
• Must maintain functional knowledge of University technology.

Working Environment

This position requires:

• An 8-5PM, Monday-Friday work schedule. Occasional weekend work and/or travel will be required for events.
• Communicating to perform essential functions.
• Quickly changing priorities which may include and/or are subject to resolution of conflicts.
• Supervising student workers.
• Performing activities in an environmentally controlled office setting.
• Using software and computer equipment (i.e. monitor, keyboard, mouse) for extended periods of time.
• Using office equipment (i.e. printers, copiers, fax machine, telephones, calculator).
• Frequently bending, reaching, lifting, pushing, pulling, and transporting up to 25 pounds.
• Standing for varying lengths of time and walking moderate distances to perform work.

Department Statement

The Hugh Downs School of Human Communication offers BA, BS, MA, and PhD degrees. The undergraduate program currently has approximately 2,300 on-campus and online majors. The School is composed of approximately 29 distinguished interdisciplinary faculty recognized for teaching and research excellence in areas of Human Communication including: health communication, intercultural communication, interpersonal communication, organizational communication, performance studies, critical/cultural studies, as well as rhetoric and public communication.

ASU Statement

Arizona State University is a new model for American higher education, an unprecedented combination of academic excellence, entrepreneurial energy and broad access. This New American University is a single, unified institution comprising four differentiated campuses positively impacting the economic, social, cultural and environmental health of the communities it serves. Its research is inspired by real world application blurring the boundaries that traditionally separate academic disciplines. ASU serves more than 100,000 students in metropolitan Phoenix, Arizona, the nation's fifth largest city. ASU champions intellectual and cultural diversity, and welcomes students from all fifty states and more than one hundred nations across the globe.

COVID-19 Vaccination Requirements - Under the recent executive order issued by President Biden requiring all employees of federal contractors to receive COVID-19 vaccinations, ASU expects all employees, including new hires, to be vaccinated unless they have an approved medical or religious accommodation. Proof of vaccination will be required by December 8, 2021. For questions about medical or religious accommodations, please visit the Office of Diversity, Equity and Inclusion's https://cfo.asu.edu/DEI and see "Workplace accommodations".

https://sjobs.brassring.com/TGnewUI/Search/Home/JobDetailPreview?PartnerID=25620&SiteID=5494&pid=bTcfbTdkXV/KoStMiwshJQ==&ts=RUyj...
ASU is a tobacco-free university. For details visit [https://wellness.asu.edu/explore-wellness/body/alcohol-and-drugs/tobacco](https://wellness.asu.edu/explore-wellness/body/alcohol-and-drugs/tobacco)

Arizona State University is a VEVRAA Federal Contractor and an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, protected veteran status, or any other basis protected by law.

**Notice of Availability of the ASU Annual Security and Fire Safety Report**
In compliance with federal law, ASU prepares an annual report on campus security and fire safety programs and resources. ASU's Annual Security and Fire Safety Report is available online at [https://www.asu.edu/police/PDFs/ASU-Clery-Report.pdf](https://www.asu.edu/police/PDFs/ASU-Clery-Report.pdf). You may request a hard copy of the report by contacting the ASU Police Department at 480-965-3456.

Relocation Assistance – For information about schools, housing child resources, neighborhoods, hospitals, community events, and taxes, visit [https://cfo.asu.edu/relocation-services](https://cfo.asu.edu/relocation-services).

**Employment Verification Statement**
ASU conducts pre-employment screening which may include verification of work history, academic credentials, licenses, and certifications.

**Background Check Statement**
ASU conducts pre-employment screening for all positions which includes a criminal background check, verification of work history, academic credentials, licenses, and certifications. Employment is contingent upon successful passing of the background check.

**Instructions to Apply**
Application deadline is 3:00PM Arizona time on the date indicated.

Please include all employment information in month/year format (e.g., 6/88 to 8/94), job title, job duties and name of employer for each position.

Resume should clearly illustrate how prior knowledge and experience meets the Minimum and Desired qualifications of this position.

ASU does not pay for travel expenses associated with interviews, unless otherwise indicated.

Only electronic applications are accepted for this position.

**IMPORTANT NOTE:** What is the meaning of "equivalent combination" in the minimum qualifications? It means one year of higher education or 24 credit hours, is equal to one year of experience. For example, a four year Bachelor's degree is equal to four years of experience.