



Center for Counseling & Student Development
Wellbeing Center at Warner Hall
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University of Delaware

Position: Part time Administrative Assistant

Department: Center for Counseling and Student Development

Location: Wellbeing Center at Warner Hall, Newark Campus

Hours: 29.9 hours/week. This is a non-benefitted position.

Deadline: Until filled. Applications reviewed immediately.

Hiring Contact: Amanda Wroten (awroten@udel.edu). Please submit a cover letter, resume, and contact information for two professional references.

Context of the Job:

The Center for Counseling and Student Development (CCSD) is the primary mental health unit on the University of Delaware campus. In addition to this responsibility, the CCSD supports two full-time and one part-time psychology training programs, offers consultation services to the University community, and provides student development and educational programs to a wide variety of groups on the campus. The CCSD provides the campus with a 24-hour, seven-days-a-week crisis management system and supports 10,000+ student appointments annually.

Under the general supervision of the Administrative Specialist, the part-time Administrative Assistant performs a variety of complex administrative duties for which excellent customer service, judgment, initiative and problem-solving skills are required. This position requires the ability to work independently and as part of a team. A principal emphasis is on handling sensitive and highly confidential information, inquiries, files and policy-related matters requiring the utmost discretion, tact and professionalism. This part-time Administrative Assistant position will support members of the leadership team as it relates to calendar management, document creation, filing/digitizing, and other administrative support functions. These duties are subject to change at the discretion of the Director in alignment with changing needs of the center.

Major Responsibilities:

- Infuse ideal customer service capabilities into the work of an approachable and knowledgeable way-finding resource person for faculty, staff, students, families, and community partners.
- Provide administrative support for CCSD Associate Directors of clinical service lines as directed including, but not limited to assistance with meetings (scheduling, minutes), projects (preparing materials, project management tasks), correspondence, searches, reporting, and events.
- Serves as the main point of contact for public-facing, portfolio-wide communication channels (email, phone), routing correspondence to the appropriate staff as needed.
- Perform a broad range of administrative details of highly confidential nature on a regular basis, requiring initiative and judgment. Observes and maintains confidentiality of all privileged information.
- Maintain complex calendars: Make, cancel and reschedule routine and emergency appointments using Point and Click software; provide questionnaires to clients as requested by CCSD clinical staff. Input all meeting and appointment schedules into the CCSD system; ensure schedules are current and updated daily; assist CCSD staff members with scheduling and rescheduling of appointments.
- Communicate with clinical staff and follow special instructions related to client appointments. Receive and screen phone calls for and respond timely and appropriately to inquiries; take messages and triage as needed. Manage calls from pharmacies and physicians' offices related to psychiatric medication management with professionalism and discretion. Manage requests for clinical staff and psychiatric staff appointments with professionalism and discretion.

- Prepare, maintain, edit, and distribute a variety of highly confidential, specialized and recurrent reports and correspondence as necessary based on the requirements of FERPA.
- Perform prior authorizations for the psychiatry team in a timely manner, including contacting pharmacies to ensure retrieval and troubleshoot where necessary.
- Serve as point person for concur and expense reports for all CCSD staff, ensure timely completion of expense reports and work closely with the Wellbeing Business Administrator on current and up to date policies and procedures
- Draft and create graphic design items related to events, special staff honors, group programming, and others on an as needed basis
- Reach out to and respond to stakeholder donors when donations are made on behalf of the Center.
- Work closely with SL Comms team to ensure timely completion of AAP materials, CCSD materials, etc.
- Work closely with UD printing to ensure timely completion of business cards, name tags, and other items needed for staff throughout the year
- Manage office supplies and maintain office equipment, (e.g., copiers, printers, fax machines).
- Plan, manage, and coordinate events, receptions, workshops, seminars, and retreats.
- Review, route and prioritize mail.
- Provide coverage for other administrative team members in their absence.
- Perform miscellaneous job-related duties as assigned.

Qualifications:

- High school diploma and three years of related experience or equivalent combination of education and experience involving medical office administration.
- Medical office training, experience with medical records systems, and knowledge of medical terminology strongly preferred.
- Knowledge of and experience with office practices and procedures and the principles of office management.
- Experience in office operations including operating office machines, handling incoming and outgoing mail, postal and shipping services, answering phones, directing calls and taking messages; file maintenance, maintaining and updating supplies.
- Experience in data collection, including collecting, compiling and maintaining data from multiple sources such as files, records, databases, staff or others.
- Ability to handle multiple assignments concurrently, analyze and interpret data, and make independent decisions in keeping with level of the position.
- Experience in graphic design related to events, group programming, and others on an as needed basis
- Receptive to and proactively incorporates performance feedback.
- Effective time management and organizational skills with strong attention to detail.
- Independent judgment in handling confidential and non-routine matters.
- Proficiency with word processing, spreadsheet, and calendar and presentation software, e.g., MS Word, Excel, PowerPoint and Outlook.
- Ability to communicate effectively and interact well with people of all ages and diverse backgrounds.