



Position Available

POSITION TITLE:	Office Manager (Administrative Assistant)
JOB CODE:	1004
JOB BAND:	10
JOB FAMILY:	28 (Administrative and Managerial)
WORK SCHEDULE:	8am – 5pm, Monday - Friday
DEPARTMENT CONTACT:	Stephanie Dott (stephanie.dott@duke.edu) 919-681-7081

POSITION SUMMARY:

The office manager will assist department in administration of general office and administrative management; will manage OIT staff assistants and receptionist and provide back-up support as needed

DUTIES & WORK PERFORMED:

- Manage team of staff assistants and receptionist for OIT; serve as back-up for their functions when necessary; consult with senior team and directors on a regular basis to assess effectiveness of staff, support services and processes; work with staff to make changes as required.
- Maintain effective communication with OIT staff regarding office related functions; work with managers to ensure new hires and transfers to OIT have all appropriate needs upon arrival (space, phone service, business cards, etc.).
- Oversee the management of key office services for OIT (copier, printer, fax machine maintenance/supplies, break room and conference rooms, central office supply ordering and inventory, mail distribution, key management, receptionist functions, etc); manage OIT's contracts with various providers for vending, machine maintenance, supplies, deliveries, etc.
- Oversee OIT vehicle related such as maintenance, fuel charges, registration, inspections, etc.
- Manage OIT's special parking permit request and acquisition; work directly with OIT management to determine needs for special passes (universal access passes, reserved spaces, service vehicle passes, etc.) and interface directly with Parking Services to secure appropriate passes and ensure appropriate billing; serve as OIT's liaison for parking special requests.
- Manage the distribution of printed phone directories (Duke and Verizon) for the campus and health system; coordinate distribution dates with University Directories, Verizon, DeHavens, and ensure adequate promotion of dates by coordinating with OIT News & Information; coordinate pick-up and recycling of old directories; contact customers desiring hand deliveries and manage process, including scheduling delivery with DeHavens and billing customers for cost of service; provide data, conduct surveys, etc as needed in support of decisions regarding contract.

- Coordinate events as requested by management and assist with administrative support functions as needed.
- Assist with maintenance of A/V equipped rooms and facilities related as needed.
- Perform other related duties as assigned.

SOFT SKILLS:

- Strong analytical skills and attention to detail a must
- Strong communication skills, both verbal and written
- Must have strong customer service skills
- Ability to handle confidential information with discretion; must be able to remain calm and composed when dealing with difficult situations or individuals

SUPERVISORY RESPONSIBILITIES:

Manage group of 4 staff assistants and 1 receptionist

EDUCATION:

Work requires a general educational background normally equivalent to a full high school education plus two years post-secondary education in a business-related field

EXPERIENCE & SKILLS:

- Work requires 3 years related business or administrative experience to become familiar with general personnel practices, accounting and budgeting principles and coordination of major office activities
 - Must have administrative experience
 - Must have strong management skills
- Previous experience with support of A/V equipment a plus

WORKING CONDITIONS:

Normal office environment.

DATE OF POSTING:

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