ADMINISTRATIVE OFFICE STUDENT SUPERVISOR

POSITION DESCRIPTION

Under the direction of full-time staff, the Administrative Office Student Supervisor provides customer service for all areas occupying the Norris Center Administrative Office suite.

As front line staff, the Administrative Office Assistant will provide excellent customer service via phone, email, and in person. Knowledge of organization, programs, practices, and procedures of the unit and the university is central to the performance of duties. The Administrative Office Student Supervisor must be capable of working in an ever-changing, stressful atmosphere while maintaining a positive work attitude and projecting a positive professional image.

As immediate supervisor to the Administrative Office student staff, the Student Supervisor will help interview, hire, train and schedule Administrative Office student staff. They ensure that Administrative Office attendants know how to perform their responsibilities, support all appropriate functions related to Administrative Office duties, and are kept informed of new policies and service issues.

The Administrative Office Student Supervisor will spend approximately half of their scheduled hours directly supervising the Administrative Office student staff, including staff training and meetings. This position requires excellent organizational skills, leadership skills, and a high level of responsibility.

HUMAN RESOURCES DETAILS

| Shifts: 8-12 hours/week • Weekday mornings and afternoons available |
| Starting Wage: $9.25/hour |
| Reports To: Norris Administrative Assistant |

ESSENTIAL FUNCTIONS

The Administrative Office Student Supervisor is responsible for:

- Providing quality customer service as the initial point of contact for the Norris Administrative Suite.
- Greeting clients and visitors, answering phones, and responding to email requests in a professional manner.
- Communicating with appropriate staff to ensure all customer needs are met.
- Monitoring use of office supplies and equipment (computers, fax, copier, phones, etc.), and reporting malfunctions and supply needs to supervisor.
- Familiarity with the areas of the Admin Office: Business Operations, Event Management, and Apple Inventory Reporting.
- Assisting with project work or clerical tasks as requested by Admin Office staff members including (but not limited to) room reservations, mailing of invoices and letters, data entry, list maintenance.
- Distributing mail daily to Norris staff and partners.
- Scheduling shifts for Administrative Office student staff.
- Creating and changing office bulletin boards on at least a quarterly basis.
The Administrative Office Student Supervisor must attend staff orientation sessions, organize and attend periodic Norris Admin Staff meetings, and attend other necessary training programs throughout the school year.

**MINIMUM SKILLS AND QUALIFICATIONS**

- Current Northwestern University student
- Federal Work Study required
- Experience providing excellent customer service
- Commitment, professionalism, attention to detail and dependability
- Exceptional writing and communication skills
- Exceptional problem solving and decision making skills
- Knowledge of basic Accounting functions
- Ability to work independently