



Position Description

Student Development Office Manager

APPLICATION PROCESS AND HIRING TIMELINE INFORMATION

To apply for this position you should submit a [KWU Employment Application](#), cover letter, resume/curriculum vitae, three references, and your salary requirements. Please email your application materials to hr@kwu.edu.

In your cover letter please pay special attention to matching your actual qualifications to the required qualifications listed in this Position Description. Make sure you reference the position title on the subject line of your email. No phone calls please.

The timeline for filling this job is:

- Applications will be taken until the position is filled.
- Interviews will begin when qualified applicants are identified and continue until a hiring decision is made.
- The job starts as soon as possible.

KWU is an Equal Opportunity Employer and encourages diversity in employment. We will check references of past employers and personal references. We will acknowledge receipt of your application as soon as we receive it.

ADMINISTRATIVE INFORMATION

POSITION: Office Manager

POSITION'S OPERATING GROUP: Student Development Office

OPERATING GROUP'S PURPOSE AND MAJOR RESPONSIBILITIES: The Student Development Office advances the mission of Kansas Wesleyan University through spiritual development, personal well-being, and social responsibility.

POSITION'S DEPARTMENT: Student Development

DEPARTMENT'S PURPOSE AND MAJOR RESPONSIBILITIES: To teach, plan, coordinate, and supervise student activities and programs that will enhance growth, education, and service for students, and the campus community. Also, to teach communal living to students, and to provide a safe and attractive living environment that meets the safety, security, and physical needs of the residents.

POSITION'S DIRECT SUPERVISOR: Assistant Vice President for Student Engagement and Success

DATE POSITION LAST REVIEWED OR ANALYZED: September 2023, Assistant Vice President of Student Engagement and Success

POSITION'S EMPLOYMENT STATUS: Full-Time, Non-Exempt, Staff, At-Will.

POSITION'S SALARY AND BENEFITS: Salary to be determined at hiring based on the applicant's qualifications and experience. Benefits are available for full-time employees.

POSITION INFORMATION

POSITION SUMMARY: To direct and coordinate the Office of Student Development in such a way as to promote the mission of the University with efficiency and excellent customer service to all constituents.

POSITION WORKS WITH: All employees of the University to include administrators, staff, faculty, and students.

POSITION'S STAFF AUTHORITY: None

POSITION'S BUDGET AUTHORITY: None`

POSITION'S PHYSICAL WORKING CONDITIONS: Approximately 80% of time spent in a temperature-controlled office environment, 20% may be spent at event venues.

POSITION'S UNUSUAL HAZARDS OR WORKING CONDITIONS: None

POSITION'S EQUIPMENT: University phone system, University computer system, desktop computer.

POSITION'S WORK SCHEDULE: Due to the nature of the work, some weekend and evening hours are required during high volume times.

POSITION'S TRAVEL REQUIREMENTS: Occasional off-campus event venues.

POSITION DUTIES AND PERFORMANCE STANDARDS

POSITION'S ESSENTIAL DUTIES:

- Manages the office for Student Development and provides executive level support to the Assistant Vice President, Vice President, and Directors, pro-actively gathering required background needed for efficient decision-making.
- Ensures clear, timely and effective communication with the Assistant Vice President, Vice President, and Directors, to prioritize attention to items that will maintain and build KWU's professional reputation among all stakeholders.
- Develops, establishes and maintains information tracking systems, including electronic schedules, physical and electronic filing systems, budget/invoicing process and reports, expense reports, and email management.
- Coordinates the calendar for the Assistant VP and VP arranging meetings and appointments as requested.
- Provides meeting support and preparation for staff meetings, Committee and Board meetings.
- Produces a wide variety of documents and reports; composes and drafts correspondence for the AVP and VP and proofread and edit documents as needed.
- Assist the AVP, VP, and Directors with planning and managing the Student Development events and activities.
- Manage incoming requests and outgoing directives (both internal and external) for the AVP, VP, and Directors, serving as liaison between the VP, AVP, Directors and internal and external KWU constituencies.
- Provide support, assistance, and research on special projects for achieving the department and University goals.
- Participate in KWU committees as assigned.
- Provide excellent customer service and supports a positive department environment.
- Assist in coordinating work-study students.
- Assist in coordinating Orientation Leaders program.
- Assist in the planning and staging of beginning and end of semester events.

The essential roles, responsibilities and activities in this position are as follows:

- Provides courteous, accurate and timely customer service to students, staff and external clients and refers inquiries to appropriate personnel.
- Exercises confidentiality, discretion, and judgment in providing executive support to the VP, AVP, and Directors.
- Independently researches, prioritizes, and handles matters addressed to the AVP, VP, and Directors or escalates the matter as necessary.
- Attend regular Student Conduct/Student Life meetings or other special meetings and perform various secretarial and executive assistant duties including the coordination and preparation of agendas and supporting materials, take notes and compile minutes.
- Other duties and special projects as assigned.

POSITION QUALIFICATIONS

EDUCATION:

- MINIMUM REQUIRED: None
- PREFERRED: Bachelor's Degree

CERTIFICATIONS AND LICENSES:

- MINIMUM REQUIRED: None
- PREFERRED: None

WORK EXPERIENCE:

- MINIMUM REQUIRED:
 - 1 to 3 years related professional work experience in higher education or similar customer service capacity.
- PREFERRED:
 - Experience in interpreting policies and procedures for students.

KNOWLEDGE, SKILLS, ABILITIES, and ATTITUDES – KSAA’s:

- MINIMUM REQUIRED
 - Demonstrable passion for the small, private, liberal arts educational community.
 - Demonstrable alignment with the mission and vision of KWU.
 - Demonstrable professional level oral and written communication skills.
 - Demonstrable proficiency in using Word and Excel.
 - Demonstrable ability to work well with others and in teams.
 - Demonstrable ability to prioritize duties and to execute detailed work.
 - Demonstrable ability to maintain confidentiality.
 - Demonstrable punctuality and reliability in attendance.

NOTICE OF SPECIAL JOB OR EMPLOYMENT REQUIREMENTS

1. THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LIST OF ALL DUTIES AND RESULTS TO BE PERFORMED IN THIS JOB. DUTIES AND PERFORMANCE STANDARDS MAY BE ADDED, SUBTRACTED, AND/OR CHANGED BY YOUR SUPERVISOR AT ANY TIME DUE TO CHANGES IN DEPARTMENT OR UNIVERSITY REQUIREMENTS.
2. Unless exempt due to an employment contract signed by the President of Kansas Wesleyan University, all employees of Kansas Wesleyan are to be considered as an “at-will” employee.
3. All employees of Kansas Wesleyan University are considered “responsible employees” pertaining to Title IX regulations concerning both the prevention and reporting of sexual assault or harassment situations. As such, all employees must communicate with the Title IX Coordinator if they witness or hear about a sexual assault or harassment situation.
4. Kansas Wesleyan University is an equal opportunity employer and complies with EEOC and ADA employment requirements. It is and has been the policy of Kansas Wesleyan University to grant equal opportunity to all qualified persons without unlawful discrimination based on race, color, gender, age, national origin, ancestry, ethnicity, disability, sexual orientation, religion, or veteran status. To fulfill its mission as a United Methodist affiliated institution, preference in hiring shall be given to persons who can affirm the Institution’s mission.
5. All “offers of employment” are subject to a criminal background check prior to employment.