

The University of Michigan
Gerald R. Ford School of Public Policy

Administrative Assistant, Graduate Career Services and Alumni Relations

OVERVIEW

Please note: A cover letter and resume are required for consideration for this position. The cover letter should be included in the same document as your resume and should specifically address your interest in this position and outline particular skills and experience directly related to this position.

The Gerald R. Ford School of Public Policy at the University of Michigan provides professional education for students interested in careers addressing public problems and their solutions. Graduates of the Ford School work at all levels of government, international agencies, non-profits, and the private sector. As a member of the Ford School Graduate Career Services and Alumni Relations teams, the Administrative Assistant provides support to both functions operating in a shared office environment. The assistant will be part of a team responsible for maintaining and enhancing Ford School alumni and employer relations and providing career related support to graduate students. The position reports to the Director of Graduate Career Services and Alumni Relations.

RESPONSIBILITIES

Serve as front-line reception for students, employers and alumni visiting the office.

Provide support for career services and alumni events (both on and off-campus), including hosting, scheduling and room arrangements, publicity, participant tracking, follows-up, and print and electronic materials.

Maintain alumni records using both DART and ACT! databases. Research and update alumni contact information, pull reports and lists for alumni mailings and events. Work collaboratively with Development staff in ensuring accuracy of alumni records.

Provide administrative support for alumni board meetings, alumni relations team, committee work, elections, and alumni correspondence.

Provide administrative support to staff including P-card reconciliation, ordering of supplies, travel arrangements for employer and alumni outreach trips, copying, etc.

Collect and compile office usage statistics and surveys; track student employment and alumni engagement statistics. Track student compliance with internship requirements and travel registry. Compile internship reports.

Provide desktop and printing support for event publicity and office publications including employment statistics reports and office handouts. Assist in compiling electronic resume books to employers and alumni. Assist in compiling weekly e-newsletter.

Provide back-up support for online recruitment system, eRecruiting, including data entry of jobs/internships, uploading records, and assisting students and employers with questions.

Serve on school-wide committees.

Other duties as assigned.

REQUIRED QUALIFICATIONS

An associate's degree and at least two years of customer service focused administrative support experience or the combination of education and experience that enable the performance of all aspects of this position.

Advanced experience with managing data in complex databases, including ability to perform computer data entry with a high degree of speed and accuracy.

Proficiency with Microsoft Office Suite products with advanced knowledge of Excel.

Ability to work professionally with the public and serve as a representative of the Ford School.

Excellent interpersonal skills required in order to develop strong working relationships with students, staff, alumni, and employers.

Demonstrated attention to detail, ability to manage multiple tasks, ability to work independently, exercise initiative as a critical member of a small team, and function in a dynamic environment.

Must use sound judgment; ability to set priorities, handle multiples tasks, and meet deadlines.

Must have deep dedication to customer service, quality management, and team approach to work and exercise excellent judgment in working with the many internal and external constituents of the Graduate Career Services and Alumni Relations office.

DESIRED QUALIFICATIONS

Bachelor's degree and previous experience working in a career development or alumni relations office.

Proficient in desktop publishing; experience with DART, ACT!, CTools, Adobe InDesign, Adobe Illustrator, or similar systems preferred.

Experience with University of Michigan policies and procedures including P-card reconciliation.