



SWC
Sisseton Wahpeton College

TITLE: Office Manager — President's Office
REPORTS TO: President
STATUS: Exempt
SALARY: D.O.E.
HOURS: 8:00 AM to 4:30 PM (Monday-Friday) some evenings
and weekends required
SUPERVISES: None

SUMMARY:

The Office Manager serves as the President's official liaison with the students, employees, general public, community leaders, and other officials. The Office Manager will be responsible for the management, planning and delivery of professional services in the President's Office. The Office Manager provides leadership across the range of responsibilities to ensure that administrative processes and resources are managed effectively and delivered to the highest quality standards, in line with the overall strategic objectives of the President's Office and the College. The Office Manager is a highly visible and impactful position.

The Office Manager will be responsible for the management, planning and delivery of professional services to the President's Leadership Team (PLT).

The Office manager plans and performs a wide range of complex and confidential administrative and clerical support duties to assure timely and efficient office operations for the President's Office and Vice President of Academic and Student Services. The position requires excellent communication and interpersonal skills and the ability to provide information and service to a wide range of internal and external contacts. Some weekend and evening work may be required for special events and/or meetings.

RESPONSIBILITIES AND DUTIES:

Student Success

- Ensure high-quality customer service and creates a welcoming environment that assists students in navigating the College's processes.
- Lead with vision, empathy, and care for the intellectual growth and personal well-being of all students.
- Ensure that the President's Office is responsive to opportunities and concerns across the campus.
- Ensure accurate information in policies, publications, standardized letters, manuals, and forms used in student correspondences.

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Office Management

- Serves as the President's ombudsman when issues arise that involve students and the general public.
- Liaise with students, employees, and vendors, providing excellent customer service.
- Interact with students, faculty, staff, and community members to advance the College and promote Dakota values.
- Coordinate daily activities of the President's office, ensuring compliance with policies and procedures.
- Prepares and maintains the budgets for the President's Office.
- Reviews and processes letters of agreement and memorandums of understanding as directed by the President.
- Reviews and distributes all incoming and outgoing correspondence, and maintaining records of items.
- Maintains data bases of constituents, alumni, Trustees, Foundation Board, and others.
- Enters the Strategic Plan for the President's Office in the appropriate software.
- Completes complex questionnaires and reports for external organizations and agencies, to include working with data visualizations (data tables, dashboards, etc.) to extract and report required information.
- Provide high-level assistance to the accreditation processes.
- Drive the quality assurance agenda of the President's Office and make recommendations for improved efficiencies and effectiveness, as appropriate, in respect of work processes and schedules.
- Provides support for key projects, monitoring progress and providing regular updates and reports as required.
- Represents the President's Office at appropriate meetings and working groups.
- Works on one's own initiative and manage a broad remit in a busy office environment.
- Works effectively under pressure and time constraints and prioritize and multi-task. ● Performs other assigned professional duties as required by the President, Vice President of Academic Affairs, and/or and the Board of Trustees.

Administrative Support

- Plans and coordinates President's Cabinet meetings, agendas, and minutes.
- Manages and maintains the President's calendar by scheduling appointments and resolving scheduling conflicts.
- ● Coordinates all-college meetings, conferences, and other public meetings.
- Proofreads documents such as reports and studies and formats them to ensure compliance with universal design principles.
- Provide administrative support to the Vice President of Academic Affairs.
- Coordinates the President's travel itineraries, reservations, transportation, registration fees, and lodging.

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- Review official documents received by the Office for the President's signature. • Greets visitors, provides information in person, via email or telephone and/or refers to appropriate personnel.
 - Produce printed media for the College as requested through use of printing presses and high-volume duplicating equipment. • Manage office supplies and inventory.
 - Filing and scanning to reduce paper and move the office to online processes.
 - Provides support services including typing memorandums/letters/reports, editing, proofing.
 - Assist with taking the appropriate steps to update the website as necessary to keep updated records on the site.
 - Assisting with audits as directed.
 - Coordinate signatures on documents in a timely manner and accurately.
 - Research and prepare information on various topics and policies as directed.
 - Make recommendations for changes in procedures to improve efficiency and effectiveness.
 - Assist with budget management as directed.
 - Performs and assists with other job-related duties as assigned.
- **Board of Trustees Liaison**
 - Preparation of Board materials, including preparing agenda and meeting booklet.
 - Preparing and distributing Board packets for regular and special meetings and workshops.
 - Take Board minutes. Keep accurate Board minutes. Post approved minutes online.
 - Executing and distributing Board approved documents to appropriate departments of the College.
 - Maintains current knowledge of policies, bylaws and procedures of the Board of Trustees.
 - Prepares travel, requisitions, and check requests for the Board of Trustees.

Travel

- Provide high-level travel support for all employees, acting as the point of contact for all College travel.
- Work with all employees and athletes to create travel itineraries, secure reservations for transportation, registration fees, and lodging.
- Ensure employees follow travel policies and fill out the correct forms.
- Conduct training for employees regarding the College's travel processes and procedures.

Committees

Committees are an important part of shared governance and accreditation. This position will actively serve on the following committees. Other committee assignments may be assigned.

- Graduation — must attend all meetings, assist with commencement planning and execution, and attend graduation
- Safety Committee — member, attends meetings, advises the President.

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- Accreditation Committee — member, pulls documents and policies to support accreditation processes; advises on processes; assist with coordinating accreditation processes and visits. • Fun Committee — member, assists with planning and implementation of events.

Outreach Support

- Works closely with other staff to develop print material for advertising, manuals, training materials, or other publications.
- Produce printed media for the College as requested through use of printing presses and high-volume duplicating equipment.
- Performs associated copying tasks and binding and/or finishing work, as requested. Ensures quality control measures and pulls samples for quality testing.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in Business, Accounting, Finance, Human Resources or related field.
- Understanding of and a commitment to the mission of the College and Dakota values.
- Ability to effectively manage a senior executive office operation including the schedule, travel and budgets, professionally and confidentially.
- Openness to change and learning new skills, particularly as it relates to information systems and new technologies.
- Strong communication and interpersonal skills, with the ability to collaborate across departments and levels of the organization.
- Ability to communicate professionally and effectively, orally and in writing, with all constituencies.
- High level of interpersonal skills and the ability to establish and maintain harmonious relationships with college administrators, employees, elected officials, community and business leaders, students, and the general public.
- Must demonstrate and promote a commitment to customer satisfaction and professionalism.
- Strong organizational skills, the ability to creatively problem solve, the ability to multi-task and manage deadlines.
- High standards of ethical conduct. Exhibits honesty and integrity.
- Ability to work independently with minimal supervision to carry out duties.
- Ability to handle sensitive and confidential information with the highest degree of integrity and confidentiality.
- Ability to respond quickly to changing priorities and emerging situations while maintaining professionalism and approachability.
- Ability to maintain composure in stressful situations and always treat individuals with the ultimate respect.
- Intermediate to advanced proficiency in MS Office.
- Familiarity with administrative and financial processes and systems, such as budget management and procurement.

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