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| Job Title | Office Manager |
| PVN ID | LA-2204-004751 |
| Category | Clerical/Office Services |
| Location | LAGUARDIA C. C. |
| Department | The English Language Center |
| Status | Full Time |
| Annual Salary | \$56,370.00 |
| Hour(s) a Week | 35 |
| Closing Date | Jun 02, 2022 (Or Until Filled) |

General Description

The English Language Center (TELC) is the largest English language program in New York City. TELC is part of LaGuardia Community College's Division of Adult and Continuing Education. Since 1971, we have served over 275,000 students from over 80 countries.

The Office Manager, reporting to the Director, manages administrative operations in the office including management of support staff, part-time staff, and interns; onboarding of new staff and instructors; and communication via email, phone, email marketing platform, and social media.

Duties and Responsibilities

- Manage student communication including marketing outreach initiatives
 - Manage departmental email account and phone communications.
 - Manage email marketing platform to ensure clear communication with students.
 - Manage all website updates and ensure accurate, updated information online in coordination with College's IT.
 - Assist with the management of all social media accounts.
 - Prepare and share quarterly fliers.
- Manage all staff schedules to ensure complete coverage
 - Coordinate part-time staff hours and ensure accurate timely submission of timesheets.
 - Onboard and train all new staff including federal work study and interns.
 - Create support staff front counter schedule.
 - Work at the front counter as needed.
- Manage new instructor onboarding process
 - Liaise with HR on employee submission of paperwork.
 - Support new employees with digital campus accounts.
 - Escalate issues to Coordinators or Director as needed.
- Support student scholarship awards
 - Develop scholarship timelines and budgets.

- Liaise with ACE Registration to post scholarship link.
- Disseminate the link: send Constant Contact emails to students and divisional partners.
- Support Data Manager in maintaining records of scholarship recipients.
- Manage student survey process
 - Coordinate with the Director and Assistant Director to create the student survey schedule and disseminate to faculty.
 - Coordinate with staff to create the surveys.
 - Create the staff schedule to administer surveys in classes.
 - Administer surveys.
 - Review surveys and coordinate with staff to collate and save in shared folder.
 - Notify Director and Assistant Director that files are ready for review and dissemination to faculty.
- Requisitions and supplies
 - Manage and record all purchasing for the department.
 - Manage copier usage including creating and updating teacher accounts.
 - Submit and follow up on all Building operations work orders.
 - Liaise with the Print Center as needed.

Other Duties

- Other duties
 - Oversee organization, maintenance, and archiving of student records.
 - Prepare and maintain the Faculty Substitution List.
 - Maintain and oversee faculty mailboxes, file cabinets and lockers.
 - Produce attendance and other letters for students as needed.
 - Proctor placement testing and facilitate new student orientation.
 - Assist with special projects and perform other related tasks as needed.

Qualifications

- Associate's degree is required
- A minimum of five years of office administration experience
- Strong organizational skills, and the ability to prioritize, multi-task, and work under deadlines; ability to observe and manage details;
- Knowledge of major office computer software applications including but not limited to Microsoft Office Suite and cloud-based systems.
- Excellent interpersonal, verbal and written communication skills; ability to listen and respond to the concerns/ideas of others;
- Ability to work effectively with staff, associates and students; ability to treat diverse clients with respect;
- Positive attitude, flexible and creative approach to problem solving.

Preferred Qualifications:

- Administrative experience in a higher education environment.
- Bi-lingual preferred.

