**University of Maine**

**Job Description**

**TITLE:** Senior Administrative Coordinator

**DEPARTMENT:** Office of the Executive Vice President for Academic Affairs & Provost

**DATE:** March 2024

**REPORTS TO:**  Executive Assistant to the Executive Vice President for Academic Affairs

and Provost

**Purpose:** The Senior Administrative Coordinator manages all aspects of the University of Maine Executive Vice President for Academic Affairs and Provost’s (EVPAA and Provost) calendar and agenda. They are the primary point of contact for both internal and external constituencies on all matters pertaining to the Office of the Provost. They perform advanced, diversified, and confidential administrative duties requiring broad and comprehensive experience, competencies, and knowledge of organizational policies and practices and must exercise discretion in handling confidential, sensitive, and timely information. In addition, this role provides administrative and scheduling support to multiple Associate Provosts in coordination with the Special Assistants. This position will anticipate needs and ensure consistent, high-quality results in close coordination with the Executive Assistant to the EVPAA and Provost.

**Essential Duties & Responsibilities:**

* Administers and oversees the day-to-day activities of the office to include greeting and assisting visitors; handling phone calls and inquiries; screening, analyzing, and preparing responses to incoming correspondence; handling day-to-day public relations and problem solving.
* Manages the daily calendar of the EVPAA and Provost, scheduling and prioritizing meetings requiring the EVPAA and Provost’s attendance.
* Organizes and prioritizes the incoming flow of work and implements a follow-up system to ensure timely response.
* Prepares detailed itineraries for the EVPAA and Provost, including important numbers, locations, and contact names.
* Gathers, compiles, and extracts information from files, bio notes, publications, and other sources to prepare contact lists for the EVPAA and Provost’s engagements.
* Responds to all invitations, either by written correspondence or by telephone, and maintains files of invitations that have been declined, accepted, or that are tentative/pending.
* In close collaboration with other members of the EVPAA and Provost’s Office and members of senior management, maintains a long-term strategic calendar of major upcoming events, travel, and forward-looking priorities.
* Organizes and facilities meetings, conferences, and other special events both on and off campus and provides administrative support and follow-up on matters arising from meetings.
* Manages all aspects of special projects as assigned and with a high degree of independence, initiative, and judgment.
* Arranges for the EVPAA and Provost’s travel. Serves as purchaser of supplies or services for the unit.
* Coordinates the operations of the EVPAA and Provost’s office to create and facilitate a well-functioning office environment that is attuned and responsive to the needs of the unit’s varied constituencies.
* Develops and maintains professional relationships that reflect courtesy, civility, and mutual respect.
* Builds productive relationships with internal and external constituencies.
* Utilizes coaching and mentoring methods which provide an environment that is anticipatory, supportive, and encourages constructive feedback on performance.
* Commits to organizational improvement by identifying opportunities to improve and recommends possible alternatives for a situation.
* Performs other reasonably related duties as assigned, as needed, to ensure timely response.

**Knowledge & Skill Qualifications:**

**Required:**

* Typically has the type of training associated with a Bachelor’s Degree or equivalent combination of education and experience.
* Typically requires three or more years’ experience of progressively complex administrative and scheduling experience supporting senior management.
* Excellent verbal and written communication skills, including grammar, spelling, and composition.
* Attention to detail and focus on accuracy.

**Preferred:**

* Proven experience prioritizing and decision-making skills with respect to scheduling and scheduling changes.
* Proficient in G Suite – Google Calendar, Docs, Sheets, Drive, etc.
* Proficient in Microsoft Office applications, including Word, Excel, Outlook, PowerPoint, etc.
* Experience with video conferencing software.
* Demonstrated interpersonal skills and experience in providing complex administrative support in a high-profile office with professionalism, diplomacy, efficiency, and confidentiality.
* Excellent customer service orientation and conflict resolution skills.
* Demonstrated organizational and time-management skills.
* Experience working in a dynamic and fast-paced environment.
* Proven ability to effectively manage and prioritize multiple tasks and work under competing priorities.
* Proficient in use of standard office equipment, such as printers, copiers, scanners, etc.
* Ability to effectively work with persons of varying cultures and diversity.

**Supervisory Responsibility:** None.

**Work Environment:** The position is located in Alumni Hall at the University of Maine in a typical office setting. The work is very fast paced and requires excellent attention to detail. The priorities for the work to be accomplished often shift frequently and are difficult to anticipate.

**Work Year:** Full-time, fiscal year.

**Work Schedule:** Normal University of Maine business hours are Monday through Friday 8:00 a.m. to 4:30 p.m. Due to the nature of the position, work beyond regular hours (to include evenings and weekends) may sometimes be necessary to meet the requirements of the position. The employee shall establish regular office hours and in consultation with the supervisor, adjust the work schedule as appropriate.

**Position Type:** On-going, base budgeted.

**Schedule for Evaluation:** In accordance with guidelines established in The Handbook for Non-Represented Faculty, Professional and Administrative Staff.

**Job Family/Salary Grade:** 11/04.

Appropriate background checks are required.

All UMS employees are required to comply with applicable policies and procedures, as well as to complete applicable workplace related screenings, and required employee trainings, such as Information Security, Safety Training, Workplace Violence, and Sexual Harassment.