



VACANCY ANNOUNCEMENT

Program Assistant, Administrative Services

Job Number: 499721
Category: Professional
Department: Chamberlain Student Center
Close Date: 8/8/2024 (11:55pm)
Location: Glassboro, NJ

The Coordinator, Information and Guest Services is a member of the Division of Student Life, and reports directly to the Director of the Chamberlain Student Center & Campus Activities. This position is responsible for supervising and overseeing Chamberlain Student Center's Information Desks and the Rowan University Switchboard. The position requires the delivery of outstanding customer service and the ability to work with a diverse group of stakeholders.

Specific Tasks, Duties and Responsibilities:

- Overseeing the oversight and day-to-day operations of the Information Desks including the use of technology, the management of ticket sales, the maintenance of systems, the repairs of equipment, and tracking of inventories.
- Ensuring and providing a professional guest service experience by creating a positive first impression for guests utilizing the Chamberlain Student Center.
- Managing the daily operations of the main university phone line (switchboard) including training, updating, and evaluating the operators.
- Compiling and maintaining accurate records of all financial transactions at the Information Desk including credit card sales, RowanBucks transactions, and cash handling.
- Overseeing and managing the student organization and department equipment rental program.
- Hiring, training, scheduling, supervising, and evaluating undergraduate student employees who serve in positions within the Information Desks, Switchboard, and Main Office.
- Providing oversight of the university lost and found system.
- Serving as the on-site point of contact for all customer needs and requests as it relates to information services.
- Creating memorable guest experiences by taking responsibility for correcting service problems and responding to the needs of guests and anticipating their unstated ones.
- Gathering and compiling materials and/or accurate information for publications, reports and/or relevant documents; assists with data collection for assessment documents.
- Assisting with programs and marketing campaigns aimed at increasing the visibility and awareness of the Chamberlain Student Center and its services.
- Maintaining cooperative working relationships with other staff or areas whose functions impact on assigned responsibilities.
- Work independently and collaboratively to create and maintain a dynamic and developmental environment within the Student Center.

- Supports the overall mission and operation of the Chamberlain Student Center/Campus Activities, and contributes to the organization's overall success by performing other duties as assigned by the Director.

Education Requirement:

- Graduation from an accredited college or university with a Bachelor's degree.

Experience Requirement:

- One (1) year of professional experience in facility operations, property management, or customer service.

REQUIREMENTS NOTE: Applicants must meet one of the following or a combination of both experience and education. Thirty (30) semester hour credits are equal to one (1) year of relevant experience.

Four (4) years of professional position-related experience.

OR

Possession of a bachelor's degree from an accredited college or university.

OR

Possession of an associate's degree; and two (2) years of professional position-related experience.

NOTE: "Professional experience" refers to work that is analytical, evaluative, and interpretive; requires a range of basic knowledge of the profession's concepts and practices; and is performed with the authority to act and make accurate and informed decisions.

Preferred Qualifications:

- Ability to comprehend, interpret, apply and enforce established regulations, policies, procedures, protocols, and guidelines.
- Highly organized, efficient, and detail oriented.
- Excellent interpersonal/relationship building skills.
- Work within a higher education setting.
- Experience with cash reconciliation processes.

Work Hours:

- Monday through Friday, 8:00am-4:00pm
- Please note that the currently listed shift and availability are subject to change to meet operational needs of the department

Salary:

- P16 (Step 1 \$49,738)

Notes:

- Rowan University is an Equal Opportunity Employer and values diverse people and abilities. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of this position.
- Candidates must be legally authorized to work in the US, and the university will not sponsor an applicant for a work visa for this position.
- Only completed online applications submitted on or before the posted deadline will be considered.

SAME APPLICANTS: If you are applying under the NJ "SAME" program, your supporting documents (Schedule A or B letter), must be submitted with your application by the closing date indicated above. For more information on the SAME

Program visit their Website at: <https://nj.gov/csc/same/overview/index.shtml> , email: SAME@csc.nj.gov , or call CSC at (833)691-0404.

To view the vacancy announcement in its entirety and to apply online, please visit: <https://jobs.rowan.edu/en-us/job/499721/coordinator-information-and-guest-services-program-assistantas-chamberlain-student-center>.