

Office Manager  
Northern Illinois University

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Posted Apr. 7, 2021, set to expire Aug. 7, 2021

<b>Job Title</b>	Office Manager
<b>Department</b>	Univ Recreation and Wellness
<b>Institution</b>	Northern Illinois University DeKalb, Illinois
<b>Date Posted</b>	Apr. 7, 2021
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Director/Manager
<b>Academic Field(s)</b>	Administrative Support/Services
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**Job Description**

**Primary Function**

This position is directly responsible for providing leadership, direction, and oversight of human resources and cash operations. This includes direct supervision of graduate assistant(s) and students staff associated with helping in these areas. The goal is to create streamlined processes using applicable technology for improved efficiencies and processes. This person is responsible for assisting in the planning, development, implementation, and evaluation of these areas.

Additionally, the Office Manager will assist in the development and implement assessments that evaluate member impact, member satisfaction and needs, and best industry practices.

This full-time Office Manager position reports to the Business Administrative Associate for Recreation. Graduate Assistants and part-time student staff within business and cash operations will report to the Office Manager.

**Duties and Responsibilities (generally)**

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This employee will work under the direction of the Business Administrative Associate and will provide specialized support related to business operations including, human resources and cash operations. This employee will perform office support duties that provides specialized support to ten full-time staff, nine graduate assistants, and approximately 250 student staff positions related to human resource processes, program sales/registrations, and the membership program. This employee will obtain an in-depth knowledge of the department and university policies and procedures related to their areas of responsibility (mentioned above) and all the other programs areas within the organization as it relates to the functions of this employee's position. This employee will function with the independence and authority to manage human resources, cash operations/sales, and memberships

- Manage, evaluate, and improve human resource processes related to hiring processes, personnel records, payroll processing, and terminations.
- Assist in the development implement, and evaluate cash operations including, but not limited to, point of sales processes, sales programs, refunds, billings, and transfers.
- Recruit, hire, train, and evaluate student staff that specifically work in Business Operations.
- Assist in identifying and using technology to streamline processes and increase efficiencies.
- Assist in budget related to this position.
- Assists full-time staff in reviewing and editing documents and composing communication as needed.
- Serves as the liaison for staff with external units as needed when or if professional staff are unable.
- Coordinates logistical arrangements related to conferences, meetings, and travel for full-time staff.

### Minimum Required Qualifications for this position

1. High school graduation or equivalent.
2. Twenty-four (24) months of clerical/office support work experience comparable to that performed at the Office Support Specialist level of this series or in other positions of comparable responsibility.

### Specialty Factors (Additional Required Qualifications)

#### Education and Experience Preferred

1. Demonstrated ability to work in a dynamic and diverse environment by being able to manage change and work with diverse internal and external constituents.

List the knowledge, skills, and abilities critical to the performance of this position.

1. Extensive knowledge of office support and general office practices and procedures.
2. Ability to analyze and develop office guidelines, procedures, and systems.
3. Ability to select and develop appropriate criteria methods and procedures to be utilized in order to solve problems.
4. Ability to keyboard accurately at a rate of 40 net w.p.m.
5. Extensive knowledge of spelling, grammar, punctuation, sentence and paragraph structure, and formatting.

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6. Skill in oral and written communication.
7. Ability to utilize various software packages.
8. Ability to work independently and exercise judgment in order to be able to analyze and investigate a variety of questions or problems.
9. Ability to organize and supervise the work of others.
10. Ability to promote and market events, programs, services and facilities.
11. Good organizational and problem solving skills; ability to effectively prioritize work; manage multiple tasks simultaneously; work independently; and demonstrate sound judgment.
12. Ability to foster and maintain a collegial work environment, which includes positive communication, development of good interpersonal relationships and exhibition of a cooperative attitude with diverse individuals (supervisors, faculty, staff, students, participants, and potential constituents).
13. Excellent interpersonal, presentation, and written and verbal communication skills; ability to collaborate with constituents and the campus community.
14. Must be willing to work evenings and weekends as program needs require.
15. This is a security-sensitive position. Before any offer of employment is made, the University will conduct a pre-employment criminal background investigation, which includes a criminal background

### **Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

### **Contact**