

**Position Description**

**Northern Arizona University**

**Assistant for FS ESTM**

***Special Information***

The mission of Facility Services is to create, maintain and enhance our campus through continuous improvement and sustainable practices. Our vision is to be a progressive, customer-focused organization that is recognized as a leader in providing exceptional service and responsible stewardship of university resources.

This position works in a fast paced environment, and requires exceptional customer service skills. The person selected for this position must be consistent and reliable self-starter, have a strong work ethic, a true teamwork mentality, be adaptable, a quick learner, and have excellent problem solving skills.

***Position Summary***

This position exists to aid and advise the Manager of FS Employee Services and Talent Management (ESTM) in fulfilling the Facility Services’ mission to the University by providing administrative support to the Facility Services Manager of ESTM, senior ESTM team members, Facility Services Leadership Team, the Associate Vice President, Directors, Managers and other division staff.

Under the general direction of the Manager of FS Employee Services and Talent Management, the Assistant for ESTM is a member of the FS Employee Services team. The Assistant for ESTM works closely with the other Facility Services department directors, managers, supervisors and front line employees across all Facility Services departments, with administrative, payroll and staffing needs. The Assistant for ESTM performs varied advanced administrative work specific to the work unit requiring initiative and independent judgment. Incumbent works independently under general direction of the Manager of ESTM. Keeps official records and recommends administrative policies. Handles problems and non-routine situations by determining the approach or action to take and interprets guidelines, procedures, policies and practices. Incumbent has contact with high level administrative offices requiring the use of business vocabulary, tact, discretion and judgment.

***Administrative Assistant – Assistant for FS Employee Services and Talent Management:***

* Assists senior members of ESTM with all tasks as assigned. Assists with administrative, payroll, hiring and training needs of the Facility Services department under the general guidance of the senior ESTM members.
* Covers the FS Reception Desk; provides visitors to Facility Services with customer service, contact and location/parking information and schedules associated meeting room and other arrangements. Assists with scheduling, ensuring coverage for the FS Reception Desk.
* Assists with review and research of university human resources and payroll policies and procedures; assists with determining actions to be taken; employs and ensures due diligence in strict adherence to university policies and procedures in regards to all personnel and payroll actions.
* Serves as backup administrative support to the Associate Vice President (AVP) for Facility Services, and the Facility Services Leadership Team (FSLT) for administrative needs, as well as hiring and payroll processes.
* Under general direction of senior ESTM members, enters time within established guidelines and timeframes for 200-250 benefit eligible employees. Enters hours earned for approximately 200-250 students. Ensures timely pay for all employees. Maintains payroll records and documents per university, state and federal policies.
* Assists with managing department budgets and hires to ensure appropriate and available funding. Under the general guidance of the Manager of ESTM, issues communications to the division and department on behalf of the AVP and Directors.
* Serves as liaison to staff, students, and university departments such as Human Resources by providing information and facilitating communication, under the general direction of the Manager of ESTM.
* Transitions new employees into department. Initiates department background check and fingerprint requests. Informs new employees of university policy pertaining to employment, essential personnel status, benefits, parking, and other employment details.
* Under the general direction of the Manager of ESTM, assists in review of department employment applications and may evaluate minimum qualifications; assists with development of matrices and scoring criteria for application evaluations, and helps to develop interview questions. Ensures fair hiring practices and conformance with all policies.
* Under the general direction of the Manager of ESTM, assists with preparation of department position announcements, advertisements and information materials for recruitment; assists with maintaining records in support of the university affirmative action program. Assists hiring process within established deadlines and timeframes to ensure departmental functions are not impaired. Helps to maintain all department documentation related to the hiring process and ensures documentation is submitted to HR
* Under the general direction of the Manager of ESTM, assists with review and analysis of department position description questionnaires; writes new classification descriptions; revises existing descriptions.
* Organizes and/or prepares departmental administrative and financial reports; analyzes, summarizes and interprets personnel information, and under the general guidance of the Manager of ESTM; recommends action to be taken.
* Prioritizes workload to meet work unit operations.
* Evaluates and recommends operational changes to work unit to ensure effectiveness and compliance with University policies and regulations.
* Composes confidential correspondence on own initiative.
* Investigates, evaluates and resolves typical administrative/operational problems or situations impacting staff/faculty work unit.
* Plans and coordinates communications including staff training, web content and updates, under the general direction of the Manager of ESTM.
* Under the general guidance of the Manager of ESTM, coordinates department schedules and conducts training sessions regarding payroll policies and procedures, state and federal regulations and laws.
* Answers inquiries and composes correspondence on own initiative on general and technical matters in accordance with established guidelines and forwards others items to supervisor or appropriate staff. Uses independent judgment and informs supervisor and AVP of actions and resolutions. Follows up with individuals to ensure resolution was complete and acceptable.
* Assists AVP and Directors with tracking key personnel and payroll metrics as assigned.
* Prepares documents, mail merge distributions, publications, reports and proposals.
* Provides support as a payroll/leave system timekeeper for the department and ensures compliance for records of absence, time reporting and other personnel documents and functions.
* Follows established internal controls and other university procedures in accordance with applicable policies and laws. Updates supervisor on discrepancies or issues.
* Adheres to budget procedures and daily operations processes according to policies and procedures established by the University, ABOR and other governing agencies.
* As assigned, leads or assists with special projects, coordinates programmatic initiatives or other assigned duties.

***Duties and Responsibilities:***

* (40%) PAYROLL AND PERSONNEL: Provides support as a payroll/leave system timekeeper for the department and ensures compliance for records of absence, time reporting and other personnel documents and functions. Assists with administrative, payroll, hiring and training needs of the Facility Services department under the general guidance of the senior ESTM members. Assists with preparation of department position announcements, advertisements and information materials for recruitment; assists with maintaining records in support of the university affirmative action program. Assists hiring process within established deadlines and timeframes to ensure departmental functions are not impaired. Helps to maintain all department documentation related to the hiring process and ensures documentation is submitted to HR
* (25%) CUSTOMER SERVICE: Covers the FS Reception Desk; provides visitors to Facility Services with customer service, contact and location/parking information and schedules associated meeting room and other arrangements. Investigates, evaluates and resolves typical administrative/operational problems or situations impacting staff/faculty work unit. Answers inquiries and composes correspondence on general and technical matters in accordance with established guidelines and forwards others items to a supervisor or appropriate staff. Uses independent judgment and informs supervisor of actions and resolutions. Follows up with individuals to ensure resolution was complete and acceptable.
* (15%) PLANNING AND SCHEDULING: Assists with support of the Manager of ESTM’s calendar and meeting schedules, and also with back-up support of the AVP's calendar and meeting schedules. Coordinates business affairs, personnel matters and may interpret policies and procedures. Assists with travel and training arrangements and prepares travel documents for division staff, as needed. Assists with planning and executing conferences, training, and other events including developing agenda, contacting and confirming speakers, arranging for facilities, coordinating lodging and travel arrangements for speakers and participants, compiling participant conference materials, conducting conference session evaluations and assessing presentation and content value of each conference session.
* (15%) COORDINATING AND COMMUNICATING: Issues communications to the division, department, and university community on behalf of the Manager of ESTM. Serves as liaison to administrators, faculty, staff, students, outside agencies and the public by providing information and facilitating communication. Assists with organizing and/or preparing departmental administrative and financial reports; analyzes, summarizes and interprets information; recommends action to be taken. Composes confidential correspondence. Plans and coordinates communications including assisting with the newsletter and assists with web content. Takes minutes at assigned meetings, establishes meeting agendas and tracks follow-up on designated actions. As assigned, leads or assists with special projects, coordinates programmatic initiatives or other assigned duties. Supports the activities associated with the planning, development, monitoring, coordination, implementation and reporting of the department’s strategies and annual business plans. Assists the Manager of ESTM with tracking key metrics as assigned. Serves as a member of the FS ESTM Team, as well as, serving on various campus committees as a representative of Facility Services. May also represent the Manger of ESTM at various ongoing campus committees as assigned. Meets as needed with department Directors, Managers, and Supervisors for the purpose of reviewing the activities of the department, and to provide guidance and direction for the attainment of the department’s goals and objectives as approved by the Manager of ESTM.
* (5%) BUDGETARY, POLICIES AND PROCEDURES: Evaluates and recommends operational changes to work unit to ensure effectiveness and compliance with University policies and regulations. Follows established internal controls and other university procedures in accordance with applicable policies and laws. Updates supervisor on discrepancies or issues. Adheres to budget procedures and daily operations processes according to policies and procedures established by the University, ABOR and other governing agencies. Ensures services are managed in compliance with ABOR, University and departmental standards, policies and procedures. Keeps informed of, interprets, and applies rules, regulations, policies and procedures set forth by university or other governing agency.

***Knowledge, Skills, and Abilities***

**The knowledge, skills and abilities for this position include the following:**

* Demonstrated skill in use of personal computer/software including but not limited to Microsoft Office products, Adobe Acrobat and Windows 7.
* Knowledge of Federal and State of Arizona payroll and labor laws. Knowledge of ABOR and University regulations for payroll and staffing.
* Demonstrated strong analytical, research and problem solving capabilities.
* Excellent attention to detail.
* Sound business and financial ethics.
* A broad appreciation and undertaking of complex organizational issues and priorities, and the ability to make decisions for the benefit of the entire campus.
* Advanced knowledge and a thorough understanding of contemporary issues related to facilities management on a large university campus.
* Demonstrated strong interpersonal, organizational and motivation skills.
* Proven ability to work independently; be a self-starter and an energetic and enthusiastic employee.
* Ability to initiate, follow-through and complete multiple projects simultaneously with minimal supervision.
* Demonstrated skill in developing and maintaining excellent working relationships through respect, cooperation, trust and appropriate communications.
* Excellent written and verbal communication skills.
* Must be flexible and adjust to changing priorities and direction at short notice.
* Ability to build positive working relationships through respect, cooperation, trust and appropriate communications.
* A demonstrated understanding of customer service principles, as well as, excellent phone and customer service skills.
* Ability to work independently, while also fostering a cooperative and collaborative work environment.
* Demonstrated commitment to diversity and the ability to establish and maintain excellent working relationships with a diverse campus community.

***Required (Minimum) Qualifications:***

* Four years of increasingly responsible office/administrative experience; OR,
* Any equivalent combination of experience, training and/or education.

***Preferred Qualifications (In addition to the above minimum qualifications):***

* PeopleSoft Human Capital Management experience.
* Previous Northern Arizona University timekeeping and hiring experience
* Two years of human resources experience for a large organization with 100 to 500 employees
* Two years of high volume payroll experience for a large organization with 100 to 500 employees
* TMA or other computerized maintenance management system experience
* Two years accounting experience
* Ability to work in a team environment
* Demonstrated skill in spreadsheet development
* Working knowledge of policies and procedures related to public sector personnel, budgeting, and accounting

***General Information***

This position has been identified as a safety/security sensitive position. Therefore, per AZ Revised Statute, Northern Arizona University requires satisfactory results for the following: a criminal background investigation, employment history investigation, degree verification (in some cases) and fingerprinting. Additionally, as an employer in the state of Arizona, NAU is required to participate in the federal E-Verify program that assists employers with verifying new employees' right to work in the United States.

FLSA Status: Non-Exempt

Salary: DOE