

Alverno College
Non-Exempt Position Description

Position Title: Administrative & Office Manager

Date: January 2026

Department: Academic Advising

Status: Full-time/12-month

Reports To: Director of Academic Advising

Pay Grade: Non-Exempt

Alverno College, located in Milwaukee, WI is a private, liberal arts, Franciscan institution with more than 130 years of experience equipping students with in-demand skills to achieve personal and professional distinction. Alverno is a pioneer in hands-on, experiential learning that is immediately applicable to the work and personal lives of students. Alverno is Wisconsin's first Hispanic-Serving Institution and is one of the state's most diverse and inclusive schools. At the core is Alverno's undergraduate program for women that is rooted in a unique ability-based curriculum. Alverno has expanded their mission to also offer graduate and adult programs for both women and men.

General Summary:

Serve as a collaborative and supportive member of the Academic Advising Office by utilizing strong communication, problem-solving and relationship-building skills. As the primary front office coordinator, this role oversees the details of day-to-day office functions, including supervision of student employees. This position takes the lead in providing logistical and technical support for a wide range of administrative processing. This role requires a blend of strong technical/data abilities with excellent customer service skills.

Primary Responsibilities

Office Management and Logistical Support

- Serve as the primary welcoming agent for Advising Office, maintaining an attitude of service, hospitality and professionalism in responding to phone, email and in-person contacts.
- Respond to/forward phone and email messages in a timely manner.
- Direct students/faculty/staff/visitors to campus offices and resources as needed.
- Maintain Outlook calendar for office – schedule/coordinate meetings, events and activities.
- Regularly inventory, organize and order office supplies. Process purchase orders for department.
- Provide administrative support for the Advising team as assigned/needed. This will include running reports, creating/maintaining spreadsheets, coordinating special projects, processing forms and data entry of student information.
- Participate in departmental meetings. Responsible for creating agenda and taking meeting minutes.

Administrative/Technical/Project

- Utilize a complex student information database system to access student-related data and enter information.
- Manipulate and analyze data related to student progress. Generate detailed reports and export raw data to create user-friendly tables/charts in Excel and other formats.
- For all student populations (undergraduate, graduate and adult), provide extensive technical and administrative support/leadership for the coordination of academic status review, academic status record-keeping and academic status notifications to students.
- Manage digital files for incoming Weekday College students and take lead assigning advisors. Collaborate with the Admissions & Registrar's Office to ensure the transition of files and the onboarding of new students runs smoothly.

- Take lead on processing all student-on-leave requests and official withdrawals.
- Coordinate the transition of students from a professional advisor to a faculty advisor. Assist/support Assistant Director with event related to this transition.
- Partner with Marketing Department for Advising webpage updates.

Student Support & Management

- Hire, train and supervise Advising Office student employees. Create supportive front-office culture.
- Assist with outreach to continuing students that have not registered for the upcoming semester.
- Assist with communication flow to students on a leave of absence regarding their plans to return.
- Oversee helping students returning from leave become eligible to register.
- Create advising newsletter geared toward first-year Weekday students.

Other Responsibilities

- Support the overall functions of the Advising Office.
- Participate in campus committees and attend official College functions as appropriate.
- Demonstrate commitment to the College's initiatives in building racial and social justice in an environment of equanimity, empathy and empowerment.
- Comply with College policies, safety procedures, and maintain clean and orderly work areas.
- Perform other tasks as necessary to support the mission of the College and the effectiveness of the Advising Office.

Qualifications

- Bachelor's Degree (or degree-seeking) preferred. High school diploma or equivalent required.
- Minimum of three years of previous office/administrative experience, with emphasis on technology. Prior experience in higher education setting is a plus.
- Experience with Ellucian Colleague/Informer or other large-scale information database system is strongly preferred. Must be able to learn and efficiently utilize complex data and reporting systems.
- Proficiency in Microsoft Word, Outlook, Google Docs, Kofax PDF, Zoom and Teams. Advanced skills in Excel.
- Strong problem-solving, analysis, and technical skills. Must be able to organize, manage and creatively work with data and reporting systems. Emphasis on attention to detail and accuracy.
- Requires a collaborative work style and the ability to interact effectively with diverse individuals. Must be a team player.
- Strong organizational skills with the ability to manage student needs while also working on projects requiring focused attention to detail.
- Proven ability to be self-directed and take initiative.
- Exemplary customer service and communication skills with the ability to respond to both internal and external customers professionally.
- Ability to handle confidential materials and information in a professional and secure manner.
- Ability to speak and hear. Must be able to freely move throughout the campus. Specific vision abilities required by this job include close vision.
- Spanish/bilingual skills a plus.

Working Conditions

- General office environment.
- Public workspace in a busy office.
- In-person. While remote work is generally not feasible for this position there may be opportunities to work virtually on selected days or circumstances.

How to Apply

Apply on-line at <https://www.alverno.edu/jobs/apply/login.php>

Please attach your cover letter, resume, and list of references to the online application

In accordance with the Americans with Disabilities Act (ADA), Alverno College will provide reasonable accommodations to qualified individuals with disabilities. If you require accommodations during the application or interview process, please contact HR@alverno.edu.

Alverno College is an Equal Opportunity Employer and committed to workplace diversity