Founded in 1887, Alverno College is a four-year, Catholic liberal arts college for undergraduate women sponsored by the School Sisters of St. Francis. The college also offers a robust array of graduate and degree completion programs for women and men. Student learning and personal and professional development are the central focus of everyone in the Alverno College community. As Wisconsin’s first designated Hispanic-Serving Institution, Alverno enrolls a highly diverse student body of virtually every demographic and experience. It is an institution that has revered tradition and encouraged innovation for more than 130 years.

**Primary Function:**
Serve as collaborative member of the Advising Office team and create a welcoming front office environment for students, staff, faculty, and visitors. Provide administrative and logistical support for Advising and Registrar’s Office projects, including processing and oversight of files, scheduling events and meetings, communicating across departments in various media (emails, social media, etc.), and assisting with the coordination of Advising special events. This administrative support staff position serves as the primary receptionist for the Advising Office and oversees the details of day-to-day office functions.

**Primary Duties and Responsibilities**
*The following information is not meant to be all-inclusive. Other duties and responsibilities may be assigned as necessary.*

**Reception/Customer Service**
1. Assist students, faculty, staff and visitors that enter/contact the Advising Office.
2. Answer calls coming into the general/main Advising Office phone line.
3. Actively listen to and appropriately respond to requests/questions/concerns.
4. Refer/direct students/faculty/staff to most appropriate office/resource as needed.
5. Schedule student advising appointments via Outlook. Assist students seeking drop-in/on-call advising support.
6. Respond to email messages submitted to the general advising email address in a timely manner.

**Administration**
1. Maintain Outlook calendar for office by scheduling department meetings and coordinating planning for meetings/events.
2. Oversee the maintenance of official student files.
3. Order office supplies.
4. Run reports via the College’s student information and reporting systems (Colleague and Informer).
5. Take the lead and/or assist with a variety of administrative and data management processes.
6. Oversee the processing of all student leaves and withdrawals.
7. Collaborate with the Student-on-Leave Coordinator and provide administrative support to this program.
8. Assist with supervision of Advising Office student employees.
9. Provide administrative support to Registrar’s Office projects and processes.

**Communication/Technology**
1. Coordinate communication via email with students, faculty, and other departments.
2. Maintain social media presence for Advising Office using Facebook, Instagram and other platforms.
3. Use other technologies (ie: texting), as needed, to communicate effectively with students.
4. Assist with the maintenance and updating of the Advising webpage.
5. Take meeting minutes and communicate those with the Advising team.

---

**Qualifications and Education**

1. High school diploma (or equivalent).
2. Three to five years of previous office or administrative experience preferred. Knowledge of general office procedures is required. Prior experience in higher education setting is a plus.
3. Exemplary customer service and communication skills required with the ability to communicate and respond to both internal and external customers professionally and in a timely manner.
4. Must be proficient in technology, including social media, Microsoft *Word* and *Outlook*, with advanced skills in *Excel*; experience with mail merge functions and database management and Colleague or other information data system is a plus. Must be able to learn and efficiently utilize complex data and reporting systems.
5. Requires a flexible and collaborative work style and the ability to interact effectively with a variety of individuals and departments. Must be a team player.
6. Demonstrate organizational skills and attention to detail including the ability to multi-task, prioritize, and work with frequent interruptions in a high traffic office. Must have the ability to professionally respond to variations in schedules and plans. Must be self-directed with strong problem-solving skills.
7. Ability to handle confidential materials and information in a professional and secure manner.
8. Ability to speak and hear. Must be able to freely move throughout the campus. Must have the ability to occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision.

Successful candidates will have a demonstrated commitment to promoting diversity, inclusion, and multicultural competence in an educational and work environment and must be willing to contribute to the College’s strategic plan of inclusion.

**Working Conditions**

Public work space in a busy, high-traffic office.
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

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