GORDON COLLEGE

Position Description

Title: Office Manager and Technology Support, Career Services

Function: Under the supervision of the Director of Career Services, manages the front office and provides administrative and technology services necessary to maintain the programs of Career Services. Must have an understanding and commitment to the philosophies and policies of Gordon College and Career Services.

Description of Duties and Tasks:

Essential Responsibilities:

1. Manages the workflow of the Career Services office. Works on all projects assigned by Director assuring a timely and accurate completion. Supports the work of the assistant director and internship specialist when requested and approved by the director. Responsible for maintaining the highest levels of confidentiality concerning all information housed in the Career Services Office.

2. Oversees the Career Services Office calendar for individual appointments, meetings and seminars and events. Submits Career Services events to Master Calendar for approval and arranges room reservations, event set-ups, catering needs and other event support as requested by the director.

3. Updates and maintains the Career Services portion of the Gordon.edu web site and the GoHire web-based career portal. Serves as one of the primary liaisons to GradLeaders/CSO parent company to learn of system changes and upgrades. Communicates system issues or concerns to GradLeaders/CSO as requested.

4. Hires, trains and supervises 2-4 Career Ambassador Interns who provide support to office operations, the job posting system, contact updating for organizations and basic event support. In conjunction with the internship Specialist, develops a training schedule and program support for all Career Ambassadors.

5. Greets students and other constituents and visitors and assures that incoming mail and telephone calls are properly directed. Responsible for responding to phone calls when appropriate.

6. Utilizes event-planning skills for several important career events and seminars each semester. Coordinates room reservations, troubleshoots master calendar issues, handles vendor orders and customer service and represents the office at special events, including on-campus programs, on and off-campus career fairs, and professional development activities. Maintains the highest quality of standards for Career Services’ events.
7. Develops marketing collateral (designed email and posters) for Career Services programs and manages department social media. Oversees the work of on Career Ambassador who works primarily in the area of design projects.

8. Provides information support for 0-credit internships - COE425 - in Jenzabar. Formats the final version of the annual internship report (formerly experiential report).

9. Utilizes computers for all major office functions, including Macintosh and PC for word processing and spreadsheets, career assessments, office and staff e-mail, Internet; campus administrative software (Jenzabar) and design software for marketing & newsletters.

10. Maintains full-time, part-time, summer, employment, fellowship, internship, cooperative education and select volunteer listings via the GoHire portal. Oversees the system maintenance of adding, approving and deleting jobs from the web site. Updates contact information to keep information current in preparation for inviting contacts to attend graduate school or internship/job fairs or other on-campus recruitment events. Distributes job listings to academic departments and student organizations as appropriate.

11. Schedules graduate school representatives and employer recruiters for campus visits and information sessions. Maintains employment recruiters’ interview schedules. Arranges room reservations, catering or other meeting planning requirements.

12. Reviews Internet job posting sites for career fairs and graduate school open houses posting them on “StudentNews” and on the Career Services FaceBook page.

13. Maintains Career Library by keeping an updated bibliography, checking in new library resources and following up on late books on a regular basis through a reminder system to students.

14. Works closely with the Director in providing support for advisory councils or committees. Takes minutes for meetings, produces minutes or other notes. Requires some early mornings, Saturdays or evenings according to council meeting schedules.


16. Maintains strong working relationships with all College offices, students, and faculty.

Additional Responsibilities:

1. Cross-trains substitutes for when out of the office. Ensures that Career Ambassador are able to address all basic office functions (picking up and distributing mail, receiving and distributing telephone calls correctly, operating a multi-line phone with little assistance, responding to general email requests or inquiries and distributing complex email requests to appropriate staff, etc.).

2. Assists director with any support aspects of data collection, surveys or other forms of departmental research.
**Required Knowledge, Skills and Abilities:**
In order to fully perform the above functions, the incumbent must possess the following knowledge, skills and abilities, or demonstrate that the major responsibilities of the job can be accomplished, with or without reasonable accommodation, using some combination of skills and abilities.

1. Must profess faith in Jesus Christ as Lord; must accept Gordon’s Statement of Faith; must practice Christian values in daily interactions with students, faculty, staff, and the public as outlined by Gordon’s Statement of Life and Conduct; and must work to advance Gordon’s mission through this position.

2. College degree required, preferably from a liberal arts institution.

3. Exceptional commitment to and agreement with the mission of Gordon College.

4. Sound administrative skills including usage of all current office equipment.

5. Highly developed organizational, communication (oral & written), and event planning skills; ability to manage projects and meet deadlines.

6. High level of competence with Microsoft Office (Word, Excel, PowerPoint) and calendar programs including Outlook using both Mac and Windows environments. Abilities or aptitude for design software (Microsoft Publisher, InDesign, Photoshop) and database management (Access, Jenzabar, Infomaker) as well as customized web-based tools (SharePoint). Basic HTML for web content editing and use of Google tools desired.

7. High degree of professionalism including attire and demeanor in the office and while interacting with students, staff, faculty and the public. Strong social intelligence and understanding of what it takes to build strategic partners for our office.

8. Ability to manage a busy office, including the supervision of student interns.

9. Clear understanding of the FERPA regulations concerning confidential record keeping along with sound judgment and discretion.

10. Ability to sit for long periods of time.

11. Ability to reach above head and beyond body and to climb a ladder.

12. Significant experience in an office setting desired.

Position Code: CAR-ADMAST – 1
Grade: 4
FLSA Status: Non-exempt