Administrative Support, ONE Card Office  
University of Delaware  
Newark, Delaware

General Description
This position is responsible for administrative and support tasks relating to the Flex program, Dining Services meal contracts, ID cards, and services delivered on ID cards, under the direct supervision of the Flex/Dining Office and the ID Card Offices. Position includes direct customer interaction at service counters, and on the phone and/or email, so requires a strong customer service orientation. This is a 12-month, part-time, 28 hour per week, Mon-Fri, miscellaneous wage non-benefitted position. Hours may vary depending on office needs.

Responsibilities

• Perform routine procedures in several UD applications, including Flex deposits, withdrawals and other adjustments, dining plan adjustments, ID card production, image management, door access, parking permits, and others.
• Do direct customer-facing service on Flex and Dining issues and vending refunds
• Produce new and replacement ID Cards for UD students, faculty, staff, and special customers, as well as other services provided at the counter.
• Work collaboratively with Dining Services, Facilities Auxiliary Services, Registrar’s Office, Facilities IT, Central IT, and many other departments to troubleshoot and resolve problems relating to Flex, Dining, ID Cards, and related services.
• Do basic data analysis with office productivity tools such as MS-Word, MS-Excel, and MS-Access.
• Operate an electronic point-of-sale register with credit-card terminal, and be able to perform documented money-handling procedures responsibly.
• Perform clerical duties in the office, such as filing, processing requests, vending refunds, etc.
• Be physically able to lift and move equipment weighing up to 50 pounds
• Understand and adhere to all UD policies and procedures.
• Be willing to undertake other related duties as assigned.

Qualifications:

• High school diploma or GED with two years office experience. (Associate’s degree preferred)
• Proficiency with MS-Excel and MS-Word required. MS-Access proficiency strongly desired. Must be able to demonstrate proficiency.
• Knowledge of general office practices and procedures.
• Strong organizational, analytical, and decision making skills.
• Ability to handle multiple assignments concurrently.
• Excellent Customer Service Skills a must.
• Ability to communicate effectively and interact well with people of all ages and diverse backgrounds.
To apply:

E-mail a current resume, one-page cover letter and names, addresses, and telephone numbers of at least three references to btoole@udel.edu.

Employment offers will be contingent upon successful completion of a criminal background check. The University of Delaware is an Equal Opportunity Employer which encourages applications from Minority Group Members and Women. The University's Notice of Non-Discrimination can be found at http://www.udel.edu/aboutus/legalnotices.html.