

VPGE Staff Assistant (SL2)
Position Description
Line #26256

Duties and Responsibilities:

Provide direct wide-ranging administrative support to the Vice Provost for Graduate Education/Dean of the Graduate School (VPGE), as well as to the Associate Provost and Executive Director of the Graduate School as needed. The incumbent will be expected to provide organizational support for the VPGE, ensuring that the office functions efficiently, that schedules are accurate, and that meetings and other events are well-organized and scheduled appropriately. The incumbent will serve as the liaison between the VPGE and other University constituencies, including the President and Vice Presidents of the University, the Provost, the Vice Provosts and the College/School Deans, and their respective staff members. He/she also will be a primary liaison between the VPGE and other University constituencies, as well as internal and external organizations, parties and agencies.

The incumbent will be expected to develop a working knowledge of the University, the Graduate School, internal systems and office functions. The expectation will be that the incumbent consistently render good judgment when prioritizing and performing regularly assigned duties. As the incumbent becomes more knowledgeable and comfortable in the position, the administrative duties and their complexity will be expanded accordingly.

The range of duties the incumbent will undertake shall include, but will not be limited to, the following. Duties may change as the scope of responsibilities of the Office of the Vice Provost for Graduate Education and the Graduate School expands, and the size and composition of the staffing are altered accordingly.

- As the first level of professional staff support for the Vice Provost for Graduate Education, the incumbent will be expected to provide comprehensive coordination of the VPGE's schedule of activities relating to his/her duties as VPGE, Dean of the Graduate School, member of the Provost's senior leadership team, and representative of the University at-large. Events and activities that require organization, follow-up and confirmation include, but may not be limited to, meetings on and off campus, speaking engagements, domestic and international travel, seminars, planning and hosting site visits, etc.
- In addition, the incumbent will schedule and make detailed preparations for various special academic or administrative events (conferences, retreats, meetings and social events) hosted and/or sponsored by the VPGE and the Graduate School. Duties include the development of

programs and itineraries, dissemination of invitations, and follow-up for all aspects of these occasions.

- Duties related to those specified above include:
 - Organizing travel arrangements, including scheduling flights, hotel rooms and any other necessary arrangements involved with the professional and business travel of the VPGE and the Associate Provost and Executive Director. The incumbent will also be responsible for registering these University officers for conferences and processing travel reimbursement paperwork.
 - Maintaining the calendar and scheduling meetings for the VPGE.
 - Providing “front office” direct contact with various internal and external publics (students, faculty, staff and administrators and non-academic visitors) with whom the VPGE conducts business. The contact will be face-to-face, by telephone and via e-mail.
- Professional support for the VPGE and other members of the Graduate School’s administrative team often includes research, gathering of statistical and written information about a variety of topics related to graduate education, and preparation of draft reports. The research is conducted using diverse sources, including the Internet, Graduate School and University file documents, SUNY documents relating to policies and procedures, personal contacts with various administrative and academic offices both on and off campus, etc. Data may be saved in Microsoft Access data bases or Excel spreadsheets. Reports may be in the form of Word and/or Excel. The incumbent may also be required to develop PowerPoint presentations for use by Graduate School officers.
- The incumbent will be charged with disseminating written and oral communiqués on behalf of the VPGE and/or the Vice Provost and Executive Director of the Graduate School to individuals at UB and many other external parties, including SUNY Administration and the administrations of other universities. Although this aspect of the job is seemingly routine, the incumbent must be keenly attuned to the administrative structure of UB, SUNY Administration, and other schools, and be sensitive to the political interactions among the administrative and academic constituencies receiving each set of communications.
- The Vice Provost’s correspondence must be routinely and appropriately organized, disseminated and maintained in an effective file system, with the understanding that the primary purpose of a file system is not storage, but instead efficient retrieval and reference. It is essential that the incumbent determine the most effective procedures for handling paperwork within the parameters governing the records of the department. Documents (hard copy and electronic) must be managed and organized within the guidelines of University policies and procedures, with the highest regard given to confidentiality.

- The incumbent may be required to compose routine responses and correspondence on behalf of the VPGE or other members of the Graduate School's administrative team. He/she will proofread and review a wide range of documents, correspondence, presentations, etc., for grammar, spelling, typographical errors, accuracy and consistency.
- The incumbent will work with the Director and Assistant Director of the Graduate School's Student Services area to improve the efficiency and efficacy of responses to graduate students' various petitions, including Project 1000 waivers, Bachelor's degree equivalency, TOEFL waivers and deferrals, and registration exceptions. By expanding the incumbent's exposure to the work performed in other areas of the Graduate School, his/her understanding of the responsibilities of the VPGE's area should enhance the incumbent's professional productivity and effectiveness.

Minimum Education Required: Bachelor's degree

Other Experience Required:

- Minimum 1-3 years of related professional experience in an administrative support position, with preference given to those with experience in higher education and/or management.
- Effective planning and decision-making abilities, as well as strong organization and time management skills, are a must. Demonstrated experience composing and writing drafts and final copies of standard correspondence, proofreading, producing reports, organizing alpha-numeric files, and event planning is highly desirable.
- The position requires strong computer and word processing skills and a working knowledge of the Microsoft Office Suite.
- Excellent communication and interpersonal skills, as well as the consistent exhibition of tact and diplomacy, are essential.