

WILLIAM & MARY

UNIVERSITY ADVANCEMENT

Front Desk Supervisor for University Advancement

Unit Mission Statement

In University Advancement, we create the conditions for opportunity – human, financial & experiential – by garnering and stewarding the resources that advance William & Mary.

Position Summary

The Front Desk Supervisor for University Advancement is a critical member of the Advancement Services & Innovation team in the Office of University Advancement at William & Mary.

The Front Desk Supervisor reports to the Executive Director, Advancement Operations & Foundation Resource Planning and collaborates with colleagues across University Advancement and across campus to ensure the highest quality customer service and business operations functions for the office.

As the hub of administrative support for Advancement leaders, the Front Desk Supervisor is responsible for maintaining the highest standards of professionalism and customer service for the office in our interactions with our constituents and support for senior leadership and all office functions, including business and building operations, staff engagement, executive administrative support and emergency response management.

The Advancement Services & Innovation team includes the majority of administrative, fiscal, human resources and research services under the Senior Vice President for University Advancement.

The Front Desk Supervisor will help foster a culture of belonging that embraces all people and perspectives and ensures alignment with William & Mary's institutional values and strategic priorities. This position is a full-time in-person role, based in Williamsburg and is expected to work in the University Advancement office in New Town.

This position is classified as operational, meaning it is salaried and eligible for overtime (non-exempt). For benefits and leave purposes, this role falls under the "Operational" classification.

Learn more about University Advancement and view the full position description for this job on the University Advancement recruitment website: <https://advancement.wm.edu/come-work-with-us/open-positions/index.php>.

Required Qualifications

- High School graduate or equivalent.
- Prior administrative experience in a fast-paced office environment.
- Strong administrative skills with demonstrated proficiency in proofreading and editing complex documents with careful attention to detail and accuracy.
- Computer proficiency in a variety of software applications to include MS Office (specifically, Power-Point, Access, Outlook, Word and Excel).
- Excellent oral and written communication skills, with a strong customer service orientation and the ability to work effectively with internal and external constituencies, while exercising diplomacy and tact in all interactions.

Preferred Qualifications

- Post high school education or training.
- Experience in higher education and/or non-profit environment.

Conditions of Employment

- This is a non-exempt position, eligible to receive overtime in accordance with the Fair Labor Standards Act.
- This position will work in-person 8am-5pm, five days a week, Monday through Friday.
- Flexibility is required as the position is subject to overtime during high peak times to include evenings and weekends around university events and deadlines.

Is the position remote work eligible? Not eligible

Position Duties

Business Operations: 80%

- Communications
 - Lead all University Advancement communications and reception for visitors to the Discovery I and Discovery II buildings in New Town and manage the office's main phone line and conference room calendars, interacting with constituents, guests and vendors with a high level of discretion and professionalism.
- Building Maintenance and Safety
 - Act as the primary point of contact for all building maintenance for Discovery I, including elevators, HVAC, custodial, security, fire system, etc.
 - Submit and track facilities requests for maintenance and building needs.
 - Manage all building access and security requests for spaces in the building.
 - Create and provide record management for department records, and maintenance of spreadsheets for departmental operations.
 - Manage document disposal, scheduling shredding service as needed to ensure documents are disposed per department, University & Commonwealth policy.
 - Track and maintain fixed assets inventory for the Office of University Advancement, leading inventory management and organization of office supplies for the first floor of Discovery I.
 - Liaise with partners across campus to process transactions and procure equipment and services.
 - Act as primary point of contact for all deliveries to the buildings.
- Fiscal operations
 - Gain proficiency in the university's financial systems, including Workday, buyW&M, America to Go, and Qlik to serve as a resource to advancement colleagues
 - Serve as the primary backup to the Assistant Director, Finance & Administration for all fiscal processes and operations

Staff Engagement: 10%

- In collaboration with University Advancement Talent Team, manage logistics for quarterly All-Staff Gatherings, Annual All Staff Retreat, and staff engagement events for the Office of

University Advancement team, working with vendors and campus partners as well as University Advancement leadership to plan and execute.

Emergency Response Management: 10%

- Maintain emergency preparedness, irregular circumstance, and disaster recovery plans for the Office of University Advancement.
- Oversee inventory and stock of first aid kits, building emergency coordinator kit.
- Serve as building coordinator for the emergency evacuation plan.
- Serve as liaison to the university's Emergency Management Team.
- Communicate building closures during inclement weather to staff.

Equal Opportunity Statement

EEO is the Law. Applicants can learn more about William & Mary's status as an equal opportunity employer by viewing the "Know Your Rights" poster published by the U.S. Equal Employment Opportunity Commission. <https://www.eeoc.gov/know-your-rights-workplace-discrimination-illegal>

Background Check Statement

William & Mary is committed to providing a safe campus community. W&M conducts background investigations for applicants being considered for employment. Background investigations include reference checks, a criminal history record check, and when appropriate, a financial (credit) report or driving history check.

Benefits Summary Statement

William & Mary offers our employees a full array of benefits including retirement, health insurance with options for expanded dental and vision along with group and optional life insurance with coverage for spouse and children, flexible spending accounts, and an EAP (Employee Assistance Program). Our employees enjoy additional university benefits such as educational assistance, professional development, wellness benefits, and a robust holiday schedule. All employees have access to fitness facilities on campus. Staff members also have access to the university libraries, and much more.