



Administrative Assistant Intermediate Job Description

Position Information - The table below lists required job description fields. Enter responses in the right column.

Working Title:

Administrative Assistant Intermediate

Market Title:

Administrative Assistant Intermediate

Job Code:

100226

Department:

677015 Children's Centers

FLSA Status:

Non-Exempt

Salary Grade:

3

Effort:

100

Supervisor Title:

Administrative Services Manager

HR USE ONLY:

Career Path Navigator Job Description:

https://careernavigator.umich.edu/job_detail/100226/administrative-assistant-intermediate

Job Summary:

The Administrative Assistant is responsible for supporting the center administrators and teachers. This role is critical in maintaining an inclusive and welcoming environment for center staff, families, and U-M students. The Administrative Assistant maintains center files for children, staff, and licensing and other business documentation, greets families and visitors, and answers phones and triages messages.

Responsibilities:

General Administrative Support 75%:

- Collect and organize essential enrollment information and paperwork from families; help connect new families to teachers to ensure a seamless transition for children.
- Coordinate and support on-boarding of both regular and temporary employees. Helping to acclimate new employees to the center through onboarding checklists and related tasks; track and update required paperwork.
- Assist Director and Program Director with timekeeping.
- Coordinate necessary paperwork/background checks of practicum students and observers.
- Undertake various administrative tasks in support of the Children's Centers; including creating, updating and organizing documents.
- Track center inventory and order supplies, as needed, in compliance with Procurement guidelines. Ensure the availability of essential supplies.
- Reconcile purchasing cards (P-Cards), ensuring all charges are accurate and accounted for, match receipts to transactions and ensure all expenditures align with U-M fiscal policy
- Guide staff members with using the Emburse Enterprise expense reporting system, assisting them with the submission and management of travel/expense reports to maintain transparency and accountability.
- Act as the point of contact for the submission, tracking, and follow up of maintenance work orders. Liaise with Center leadership, vendors and facilities staff to coordinate work orders to ensure a safe, high-functional physical environment for children.
- Collaborate with colleagues on the Central Administration Team to standardize best practices, share resources, and provide support for large-scale Center initiatives to ensure the overall success of Children's Center operations.
- Assist in the process of billing for incidental fees, ensuring timely and precise entry.

Front Desk Customer Service 25%

- Serve as the face of the center and greet and assist parents, visitors, and staff with professionalism, and offer immediate, helpful navigation.
- Manage multi-channel communications including in-person, phone and email, and internal Center systems. Triage urgent matters to the Center Director or appropriate parties. Provide accurate, timely information in response to inquiries.
- Ensure a professional and welcoming atmosphere at the front desk by ensuring the area remains organized and reflects the Center's commitment to a safe, nurturing, and high-quality early childhood environment.

Expected Behaviors, Competencies, and Abilities:

UHR staff at all levels are expected to model behavior detailed in the [Michigan Expectations Model](#). As the Administrative Assistant Intermediate, these include but are not limited to:

- **Mission** - Demonstrate institutional responsibility, speak openly and with conviction about guiding principles and values.
- **People** - Engage people to evoke excellence; encourage people to practice healthy behaviors.
- **Self** - Strive to be emotionally intelligent; practice awareness of guiding values and biases.
- **Execution** - Ask questions to understand the situation or problem; check work and adjust regularly.

Required Qualifications:

- High school or an equivalent combination of education and experience.
- Minimum of 2 years experience in an administrative support or similar position
- Demonstrated interpersonal communication skills
- Moderate competency with Microsoft Office applications and Google Suite

Supervisory Responsibilities:

None

Work Locations:

This role is based onsite at one of our U-M Children's Centers. For more information about our individual locations, [please see our website](#).

Work Schedule:

Specific schedule to be determined by the manager during hours of center operations.

Physical Demands/Work Environment:

- Regularly move throughout the office environment
- Remain stationary for prolonged periods of time throughout the workday
- Constantly operate a computer and other office productivity machinery
- Accept deliveries and organize supplies (occasionally up to 50 lbs.)

Additional Information:

This position may work with and/or support systems that maintain or process sensitive institutional data as defined by university policy. Successful candidates must comply with federal, state, and local law, and/or university policies or agreements that require the university to implement specific privacy and security safeguards, including but not limited to ITAR, EAR, HIPAA, FERPA, and FISMA. This position is responsible for protecting data and information

from unauthorized release or from loss, alteration, or unauthorized deletion; and following applicable regulations and instructions regarding access to computerized files and release of data internally or externally to the University of Michigan.