



Classification Title: Office Coordinator

Work Type: CT Pay Grade: 10

**Working Title: Front Office Coordinator**

Major Administrative Unit/College: University Health and Wellbeing

Org Unit: 40001296 Center for Survivors

Categories: Full Time (100%), CT Union

### **Basic Function and Responsibility**

The Front Office Coordinator provides a wide range of administrative support activities to the Center for Survivors, MSU Safe Place and MSU Sexual Assault Healthcare Program including collecting and compiling information, answering calls, welcoming clients, and visitors, & notifying staff when their client arrives.

**Position Summary:** The Center for Survivors is a unique trauma-informed, survivor-centered, confidential program at Michigan State University. The Center for Survivors Front Office Coordinator serves as one of the first points of contact for survivors who have experienced interpersonal violence and will assist with scheduling appointments, answering the phone, and checking clients in. The Front Office Coordinator is also responsible for ordering supplies and materials.

### **Unit Specific Education/Experience/Skills**

The job requires: knowledge equivalent to that which normally would be acquired in the first two or three years in college, technical school, or a related field, six months to one year of related and progressively more responsible or expansive work experience in customer services or in performing tasks related to the area of employment; or an equivalent combination of education and experience.

### **Characteristic Duties – Responsibilities**

- Greets clients and patients using a trauma informed lens in person and telephone.
- Receives visitors, community partners, and other university stakeholders.
- Responsible for managing the record keeping system of the advocacy van, including annual driver certification.
- Works with operational team to manage parking permits and leased spaces.
- Provides administrative support for Center for Survivors and Sexual Assault Healthcare Program Staff.
- Receives purchase requests and coordinates the ordering of supplies and materials.
- Assists with preparing room space for meetings, hearings, trainings, interviews, and workshops.
- Assist with set up, logging in, logging out for clients in confidential spaces for Zoom sessions.
- Updates departmental rosters and inventories.
- Manages copier and equipment maintenance.

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- Collects, sorts, and delivers unit mail.
- Demonstrates competency in working with diverse populations.
- Maintains inventory of supplies and materials accessible to staff and clients.
- Fosters an empowered and inclusive community within the organization and campus
- Understands Center for Survivors confidentiality practices and grant related guidelines and protocols surrounding confidentiality.
- Schedules and/or coordinates IPF appointments, telecom changes, assists in making IT appointments and technology changes.
- Requires sound judgement, maintaining a high level of confidentiality in all aspects of work.
- Completes other duties as specified and assigned.

**Desired Qualifications:**

- A. Excellent written and verbal and communication skills.
- B. Work experience in a college or university campus environment.
- C. Understanding of sexual assault dynamics and common responses to trauma.
- D. Demonstrated empathy and supportive communication skills.
- E. Ability to plan and organize work autonomously.
- F. Ability to problem solve, display excellent judgment, and participate in a changing environment while working on several projects simultaneously.
- G. Previous experience in a mental health setting or sexual assault program.
- H. English language proficiency; bilingual desired though not required.
- I. Understanding of confidentiality practices and grant related guidelines and protocols surrounding confidentiality.
- J. Ability to work effectively as a member of a team.

**Employment:** 100%.

**Work Hours:** Work hours are standard 8a-5p

**Reporting:** This position reports to the Front Office Supervisor

**Funding:** General Account

**Remote Work Statement:** Due to the nature of the role, this position has been designated on-site. On-site means that all of the duties must be performed on-site.

**Equal Opportunity Statement**

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability or protected veteran status.

Employee Signature\_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature\_\_\_\_\_ Date: \_\_\_\_\_

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