

**Position Description
Cover Sheet**

In order to make an objective and accurate evaluation of a position, it is very important that the position description (PD) contain **specific** data. Therefore, please provide all information requested and forward this form through the division dean to the Human Resources Office for classification.

Title Office Administrator _____

Division/department DIV/PRE _____

Campus La Plata _____

Check one: New PD X Revised PD _____ No changes to PD _____

Please identify any similar positions already established within the department:

Is this a Director-Level position? Yes _____ No X

Reports to _____ Date 6.12.17
(Signature)

Title of Position Reported to Director _____

Approval _____ Date _____
(Signature - Second-Level Supervisor)

Approval _____ Date _____
(Signature - Dean or President)

Account code(s) _____

Work schedule - 20 hours per week with flexibility to work evening/weekends, as needed.

FOR HUMAN RESOURCES DEPARTMENT USE:

Position number _____ Grade _____

Statistical group _____

Exempt / Non-exempt _____ Date _____

Requires Financial Disclosure Statement _____

If the employee's primary position is EXEMPT, there are no limitations for working in a secondary position. If the primary position is NON-EXEMPT, the following rules apply:

1. The employee cannot hold credit or credit-free part-time faculty positions unless a special exception is made by the division VP.
2. The employee must record the total combined hours worked on the system-generated time sheet which is distributed each pay period. The employee is responsible for obtaining the signatures of both supervisors on this time sheet.
3. The employee's total combined hours worked for all positions should not exceed 40 hours in a workweek.

POSITION DESCRIPTION FOR: ___Office Administrator_____

Core Responsibilities: Prioritize tasks and responsibilities and summarize them below. Please provide **percentages of time** allotted to each particular task or responsibility, making sure that the **total percentage equals 100%**. Please give specific duties and avoid using generalizations or “other duties as assigned.”

Description: The Office Administrator assists the Director in coordination of the Mediation Program, which provides mediation services to the citizens of Charles County and various referral partners. The program offers mediation to include community, re-entry and parenting plans, facilitation, conflict workshops and community conferencing. Duties related to the various programs include capturing and distributing referrals and contacts for service. Maintain an active social media strategy to help with outreach for the Center. Perform data entry of evaluations, prepare letters and correspondence. Support trainings through scheduling rooms, ordering food and training room setup. Maintain contact database and pull together quarterly newsletters.

20% - Capturing and distributing referrals from phone and email and distributing these to the various responsible staff

30% - Maintaining Facebook, Twitter and the Center Website to have an active participation within the community and to promote outreach from these tools.

30% - Input data as needed for mediation, community conferences, Center activities to include outreach, conflict workshops, volunteer trainings, canceled mediations, volunteer activities into MADTrac and other databases to capture all activities and services.

10% - Maintain the Mediation Site list and coordinate site partnership. Maintain site contact database and pull together quarterly newsletter.

10% - Support trainings and in-service activities by scheduling rooms, ordering food and room setup.

2. Education/Knowledge Required: Specify required degrees, experience, special skills and abilities necessary for satisfactory performance.

- Possession of a high school diploma or GED Certificate.
- Effective and creative problem solver that has training as an inclusive mediator or is committed to being trained as a mediator.
- Receptive to constructive feedback from partners, staff, Local Advisory Council, volunteers and others
- Ability to work effectively with a wide range of constituencies
- Ability to communicate effectively through oral and written communications
- High ethics, integrity and confidentiality consistent with the position
- Proficiency in use of Microsoft Office, Facebook and Website design

- Attention to detail and follow-through and ability to juggle multiple projects effectively,
- Ability to work well with people of diverse ages, ethnicities and education levels
- Ability to use good judgment, respect confidentiality, and exercise sensitivity when confronted with conflict,

- 3. Supervision:** List all position titles reporting directly to this position, full-time or part-time. Include student assistants, temporary, permanent and part-time faculty supervised in a typical semester or year.

Student assistants and or Interns

- 4. Internal & External Contacts:** Identify contacts required within and outside the college, and purpose of contacts. (Example: Contacts vendors for supplies and materials; or meets with tri-county public and private employers to determine training needs)

- State and local government, schools, and professional organizations
- Contacts require ability to think and act creatively on the spot within legal constraints and with a high degree of integrity.

- 5. Guidelines/Procedures/Regulations:** Identify guidelines, procedures, instructions, regulations and laws within which the position functions. Be specific.

The Charles County Community Mediation Center and its employees will abide by Mediation confidentiality which is governed in Maryland by Annotated Code of Maryland Section 3-1802 and Maryland Rules of Procedure Title 17. Charles county Community Mediation Center mediators abide by The Maryland Standards of Conduct for Mediators by Maryland Program of Mediation Excellence (MPME).

- 6. Communications:** Please describe the written and verbal skills required for the position.

Must have excellent oral, active listening, written, presentation, interpersonal and conflict resolution skills.

Responsible for producing written reports, formulating written correspondence on behalf of the office, interacting with constituents (in person, via telephone and electronic medium).

- 7. Role Complexity:**

Administrative support and workflow patterns will be governed based on priorities of the office as well as by external forces (i.e. needs of constituents, deadlines set forth by local government agencies).

There are multiple priority tasks associated with this position that will be determined on a daily, weekly, monthly and quarterly basis, depending on the workflow (see above for specific responsibilities).

Position requires advance planning (3-4 weeks) for training and program development and implementation.

The work schedule is 20 hours per week with flexibility to work evenings and weekends.

8. Creativity & Innovation:

The Office Administrator's position requires the use of creativity and innovation in the design and implementation of supporting the various programs.

9. Impact:

The position impacts the college community at large (i.e. local government, non-profit organizations, k-12 system, Charles County, police department, judicial system, civil rights organizations).

10. Fiscal Responsibility: Describe the fiscal responsibility. Include total dollars that the position directly controls.

None

11. Physical Working Environment: Describe the physical working environment and list any hazardous and toxic substances used in the performance of duties.

This position will be situated in an office setting at CSM and also includes travel within Southern Maryland and Baltimore/Washington, DC area for training and to support the Director.