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|-------------------|------------------------------------|--------------------|-------------------|
| <b>Job Title</b>  | Manager, Academic Support Services | <b>Job Code</b>    | AA0432            |
| <b>Pay Plan</b>   | A&P                                | <b>Pay Grade</b>   | 18                |
| <b>Union</b>      | Non-Union                          | <b>FLSA Status</b> | Exempt            |
| <b>Job Family</b> | Academic and Program Management    | <b>Union Code</b>  | N/A               |
|                   |                                    | <b>Subfamily</b>   | Academic Services |

**Job Family & Subfamily Summary**

**Academic and Program Management Professionals** develop, administer, or support programs that enhance the learning environment for students or faculty development.

**Academic Services Professionals** provide services and support for operations of academic programs.

**Job Summary**

Provides operational supervision, administrative direction, facilities, and faculty support for front desks across the university. Oversees collaborative efforts with university departments, partner institutions, and the community.

**Representative Duties**

**1. Operations Management**

- Ensures campus front desk operations meet the needs of students, faculty and staff
- Staffs, schedules, and trains front desk personnel
- Facilitates communication between operational areas and front desk personnel

**2. Communication**

- Meets with various university departments and serves as liaison for daily operational and facilities tasks
- Attends university semester meetings with state college partners

**3. Faculty Support**

- Oversees faculty support services
- Provides access to rooms, office assignments, textbook planning, travel reimbursement, administrative support, and general facilities

**4. Administrative**

- Assists with multiple budgets
- Monitors network printers for usage and coordinates supply orders with card users
- Assists with coordination of community outreach to various agencies

| <b>Education, Experience, Skill Requirements</b> |                 |                  |
|--------------------------------------------------|-----------------|------------------|
|                                                  | <b>Required</b> | <b>Preferred</b> |
| <b>Education Level</b>                           | Bachelor's      | Master's         |
| <b>Certification(s)</b>                          |                 |                  |
| <b>Licensure(s)</b>                              |                 |                  |
| <b>Work Experience</b>                           |                 |                  |
| 4+ years of relevant work experience             |                 |                  |
| <b>Additional Requirements</b>                   |                 |                  |
|                                                  |                 |                  |

| <b>Physical/Environmental Demands</b>                       |
|-------------------------------------------------------------|
| Standard office environment with no unique physical demands |

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**This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all duties, responsibilities and qualifications required of the job.**