

Position Description - Classified

Position Status:

Working Title		Position Number
Office Manager		E99494
Classification Title		Classification #
Administrative Program Specialist		0108
Position Type (FT/PT / Limited Duration)	Regular / Academic Year / Seasonal / Intermittent	FLSA Status
FT, Classified	Regular	Non-Exempt
Work Location	Department / Division	
Monmouth- Polk	Campus Public Safety	
Reports to	Reports to Position Number	
Associate Director of Campus Public Safety	E99576	
Incumbent	University ID #	
TBD		

Program Information:

<p>A. Describe the general program in which this position exists. Include program purpose, size, scope and relationship to the University's mission.</p> <p>The Campus Public Safety Department operates within the boundaries of property belonging to Western Oregon University. This department is responsible for the public safety and security of all buildings on 157 acres and serves almost 1,000 staff and faculty and 6000+ students. The department reports directly to the Vice President for Finance and Administration and consists of the Assistant Vice President of Safety and Operations, Associate Director, Public Safety Officers, Office Manager, Parking Specialist, and student staff.</p> <p>The Campus Public Safety department is responsible for providing services that will contribute to a safe campus environment for students, faculty, staff, and visitors. This is generally provided through uniformed Campus Public Safety Officers who respond to all emergencies, and all other incidents on campus including criminal, medical, etc. and enforce state/federal laws, all WOU policies, rules, and regulations, and through administrative personnel who lead and direct the officers and resources.</p> <p>The department shares responsibility for supervising and scheduling parking students, making special parking arrangements for conference/workshops, and assisting lot users with vehicle problems. The department is also the primary communication center for all emergency campus information and provides information to callers and foot traffic and dispatches facilities services and public safety employees to various occurrences. The department is also responsible for monitoring and troubleshooting all campus cameras and alarm systems.</p> <p>The department works to provide a safe, comfortable environment for students, faculty, and staff to live, learn, and work. We embrace diversity, equity, and inclusion and strive to ensure that we treat everyone with respect and dignity.</p>
<p>B. Describe the purpose of this position and how it functions within this program.</p>

Provide administrative and technical support to the Public Safety Department, the director, staff, and students, in support of its mission of providing a safe and secure environment for the campus community to learn, work, and live. Responsibilities include ensuring compliance with all federal, state, local and university rules and regulations and submission of all required forms and reports. This position has the responsibility for conducting projects and handling assignments from initiation to completion; coordinating services and operations; and developing and determining appropriate processes and procedures, timelines, and prioritization for projects and assignments. Coordinates, tracks, ensures compliance for all university faculty, staff, students, and volunteers, who drive for official university business. Holds campus wide informational/training for authorized drivers. Collects and compiles crime data related to the DOE Clery Act monthly and in turn provides that information for the annual Security and Fire Safety Report. Creates and updates operational and instructional guides for students at CPS including Communication Desk protocols, processes, procedures, guides, and systems. Maintains an important relationship both with the campus community and with members of the public. Responsible for communicating accurate information, processing incoming information, and determining the nature of services to be provided, and following and explaining all state and federal laws, rules and regulations, and institution and departmental policies and procedures. Fiscal management is also a responsibility of this position. This person is an essential employee.

Position Information and Qualifications:

A. Description of Duties/Responsibilities – List the major duties assigned to the position. Note percentage of time each listed duty is performed to total 100%. Indicate “E” = Essential, “R” = Revised

Percent of Time	Duties
-----------------	--------

20 %	E	<p>Fiscal – Purchasing/Payroll/Budget: Oversee the allocation and expenditures of the department’s service and supply budget for the department’s accounts. Determine the current year’s available funds and balances and project the following year’s departmental expenses and appropriate allocations, making budget recommendations to the Director. Research and make purchases for the department, including use of purchase orders, procurement card, direct pay, or petty cash. Process department expenses, purchase orders, journal vouchers, and all budget related documents for equipment, supplies, and travel reimbursements. Reconcile department procurement card statements. Check all packing slips, statements, invoices for the regularly used indexes in the department. Schedule maintenance and repair for office equipment, make travel arrangements for department staff including transportation and accommodations; schedule and make payment arrangements for staff training. Process and coordinate student payroll including reviewing timesheets, calculating time on student timecards, etc., for timely delivery to payroll office. Assist with developing initial S & S and student worker budgets and provide analysis and reports on historical usage and project future spending needs. Manage administrative inventory, including all computers and other office equipment. Manage the departmental foundation account, monitoring deposits and purchases and provide reports at least twice per year and upon request.</p>
55 %	E	<p>Office Operations: Receives and directs visitors and telephone calls, providing general information regarding programs; opens and distributes mail; compose letters and memos for CPS director approval in response to questions; provides general office support to all areas of the department by typing and/or transcribing a variety of documents including forms, letters, memos, procedures, brochures, pamphlets, newsletters, and handbooks; photocopying; sends fax transmissions; filing, etc. Prepare paperwork for recruitments and participate in interview panels for the department as requested. Process lost/found items and help with the annual sale/auction of unclaimed found property. Processes daily building unlock and lock requests. Monitors fire alarms and video display. Maintains the departmental webpage. Responsible for taking minutes and other written communication for the WOU Safety Committee. Collects all data required for Clery Act and submits all data to the Clery officer. Serves as a member of the Clery Compliance Team. Proof reports for punctuation, send reports to appropriate departments, complete and maintain a blotter for reports. Receive requests for background checks and disseminate to outside agencies. Assists with parking responsibilities.</p>
15 %	E	<p>Student Supervision: Interviews, hires, trains, assigns work and conducts performance evaluations, provides corrective training, and terminates student employees for the Communication Desk. Develops student schedules by term, ensuring there is always 24-hour coverage at the communications desk, and appropriate coverage for parking enforcement and special event coverage. Assigns and reviews work, and initiates disciplinary action as needed. Works collaboratively with Parking Services to ensure continuity of training, coverage, etc. with students.</p>
5 %	E	<p>Driver Authorization: Collects driver authorization data from any employees and students who drive on official WOU business. Checks driving records and maintains approved drivers list.</p>
5 %	E	<p>Provides training information to drivers.</p>
<p>Other Duties as Assigned</p>		

Working Conditions:

Describe special working conditions, if any, that are a regular part of this job. Include frequency of exposure to these conditions.

Exposure to public contact is a constant and an extremely important part of the position and there is great demand for concentration and focus to ensure accurate work. Extensive/prolonged sitting, frequent up and down movement from workstation, extensive use of hands, arms, neck for telephone work and extensive computer terminal and keyboard. Periodic overtime is required as a condition of employment to cover communication desk shifts, special events, and other duties as assigned. Must be able to multi-task and work with interruptions.

Must be able to operate or quickly learn Banner, Word, Excel, Access, PowerPoint, Gmail, Astra, Report Exec and other specific software. Must also be able to operate basic office machinery such as multi-line phone, copy machine, printers, etc.

This position handles confidential information and must do so with great care.

Guidelines:

List any established guidelines used to do this job, such as state or federal laws or regulations, policies, manuals or desk procedures.

The incumbent is required to perform required duties within the state guidelines as written in department and WOU procedures, policies, and directives. OR-OSHA and DEQ regulations, Department of Education and Clery Act Rules and Regulations.

How are these guidelines used to perform the job?

These guidelines set the parameters of responsibility and identify the processes/procedures to be followed within the department and are used daily.

Work Contacts:

Who contacted	How (email / phone / etc.)	Purpose	How often?
Employees	In person, email, phone	Coordinate work	Daily
Campus Community	In person, email, phone	Information/directions	Daily

Job Related Decision Making:

Describe the kinds of decisions likely to be made by this position. Indicate the effect of these decisions where possible.

Decisions made include scheduling meetings and transmitting information. Decisions are made in purchasing and accessing vendors. Determining proper referral to appropriate resources in the department or on campus. Managing and prioritizing tasks, tracking data, and developing and implementing policies and procedures. Managing, hiring, evaluating, and terminating student workers.

Review of work:

Who reviews the work of this position? (List classification title and position number). How often? Purpose of the review?

The Associate Director of Campus Public Safety evaluates performance on an annual basis. Review of performance is also conducted on an ongoing basis through conversations and emails and correction, adjustments, and improvements are made as needed.

Additional Job-Related Information:

Any other comments that would add to an understanding of this position

This position requires the employee to participate as a positively contributing member of a team; work with people of diverse backgrounds and abilities; provide professional and courteous service; project a professional and positive image of the department, and university; and conduct oneself in a professional and responsible manner.

This position requires the employee to problem-solve independently within the scope of the position; deal with non-routine components of the department; contribute to effective, efficient, and professional communication; follow verbal and written directions with limited instruction and guidance; operate successfully in a fast-paced, task-rich, environment with constant interruptions; adjust to changing needs that impact job responsibilities; and develop and provide suggestions for improved efficiency.

This position requires the employee to manage, coordinate, and complete multiple tasks concurrently; prioritize and set deadlines for own workflow to meet expectations and deadlines; develop and manage projects from initiation to completion; and manage and execute position responsibilities, including developing procedures, forms, and systems for work completion for tasks and responsibilities, within scope of position description and with minimal guidance and direction from CPS Associate Director.

This position requires the employee to be knowledgeable about, interpret, implement, work within, and train on and ensure compliance by department employees to laws, regulations, policies, and procedures related to position responsibilities.

Special Requirements / Preferred Qualifications

This position requires the employee to maintain confidentiality and foster a confidential working environment. This position requires a working knowledge of PCs and/or Macs, Word, Excel, and databases; preferred knowledge of Banner FIS and SIS, Astra, Gmail, Access, PowerPoint, Report Exec and other specific program software or the ability to learn these programs quickly.

Advanced organization skills and knowledge of record retention schedules, advanced knowledge and skill in grammar, punctuation, spelling, capitalization and sentence structure. This position requires the ability to develop, produce and edit detailed reports.

Requires professional office appearance. Some overtime required.

Budget Authority: If this position has authority to commit agency operating money, indicate in what area, how much (annually) and type of funds:

At direction of the Associate Director or Assistant Vice President of Safety and Operations, research, recommend and purchase equipment, service, and supplies for departmental use.

Acknowledgement:

Employee Printed Name	Employee Signature / Date
Supervisor Printed Name	Supervisor Signature / Date
Reviewer (VP / Director)	Reviewer Signature / Date
Appointing Authority (Human Resources)	Appointing Authority Signature / Date

HR USE ONLY:

Received by		Date	
Position Class # (Ex. C0104)	Employee Class	Job Location	Appointment Percent
CUPA-HR# / Title	NOC Code	Category Code	SOC Code
Actions Taken			
	NBAPBUD / NBAPOSN		
	NBAJOBS		
	PEAFAC		
	Electronically Filed		