Administrative Coordinator

Summary:
Primary function is coordinating various Columbia Employment Information Center (CEIC), Temporary Staffing Office and Learning & Development programs and deliverables. Assists with special projects as required. In addition, the Administrative Coordinator is also responsible for administrative back-up in support of the Columbia University Human Resources Department (CUHR) as required. Ability to communicate in both English and Spanish when dealing with CEIC visitors.

Main Duties & Responsibilities:

CEIC- Outreach
- Manages the CEIC online training resource library. Establishes systems access for users, resolves all users inquiries, and generates reports on online training usage to be used for other CEIC metrics and reports.
- Coordinates instructor-led job search training programs at the CEIC: supplies; equipment; materials; meeting space; etc. Assists with presentation of instructor-led job search training programs in both English & Spanish.
- Assists Associate Director, Employment Services with screening of resumes and interviewing candidates for various open positions which the CEIC is actively recruiting for.
- Assists visitors with completing their online JAC applications and answers any questions they may have in the CEIC computer area in both English & Spanish.
- Assists as back-up for “front-desk” reception duties including the answering of the main telephone line, greeting walk-ins, ensuring sign-in and the completion of the CEIC intake form, explaining the services the CEIC offers visitors and referring construction job applicants to the appropriate resources in both English & Spanish.
- Assists NextSource team with staff members who come in to collect their paycheck at the end of each week.

CEIC- Temporary Staffing Office
- Assists as back-up to the CU Temporary Staffing Office team with the answering of telephone calls.
- Assists as back-up in performing data entry into the TAMS system when temps are hired or terminated from the TAMS system.

Learning & Development
- Coordinates New Hire Welcome Program including setting up training room, scheduling presenters and maintaining an inventory of Welcome Packets.
- Schedules and prepares instructor-led training facilities and classrooms including: arranging locations; supplies; resources; equipment; materials; meeting space; catering needs; etc. Coordinates logistics with external vendors for training functions.
- Coordinates training material production and distribution. Delivers training materials to training venues as needed.
- Assist employees with questions related to course information and related training activities. Manages centralized “hrlearning” mailbox and responds, processes or forwards requests in a timely manner.
- Analyzes and compiles financial data for the training budget including processing of invoices, maintaining and reconciling budget plans, forecast and actual monthly expenses, and reporting.
- Reviews, tracks, and maintains training registration ensuring participant payments are processed correctly in Sundial with an FAS account number or credit card.
- Tracks training program attendee lists, attendance sheets and program course evaluations (paper or web-based).

CUHR Administrative Support
- Assists as “back-up” for Executive Assistant to the Vice President, Human Resources as required.
- Assists as “back-up” for front desk/reception area in support of the CUHR department.
- Assists with other CUHR clerical/back-up administrative duties as requested.
- Tracking and responding to hr-operations requests.
- Support other administrative CUHR resources as requested.
Required Skills & Qualifications:

- Bachelor’s degree and/or equivalent combination of education and experience required.
- Minimum of 3 years’ experience in an administrative support or coordinator role, preferably in a Human Resources Department.
- Superior PC skills with experience in Outlook, Word, Excel and PowerPoint.
- Strong time management skills and ability to manage multiple priorities.
- **Excellent interpersonal and communications skills in both English and Spanish.**
- Proven ability to establish positive working relationships with internal and external stakeholders.
- Capacity to exercise independent judgment in resolution of administrative problems or issues.
- Demonstrated ability to maintain energy, enthusiasm and commitment while managing through change.
- Excellent analytical skills with attention to detail.
- Must demonstrate the ability to ensure security/confidentiality of files, records and planning activities.
Employment Advisor

Summary:

The Employment Advisor assists with the coordination of applicant intake, referrals and advisement on the Columbia Employment Information Center (CEIC) processes and applicable next steps. Collects tracks and prepares monthly tracking reports for management team. Also provides general administrative and clerical services for the Employment Information Center and serves as an assistant to the Associate Director, Employment Services.

Main Duties & Responsibilities:

- Acts as the primary interface with all visitors to the CEIC including walk-ins and phone inquiries. Handles reception duties including the answering of the main telephone line, greeting walk-ins, ensuring sign-in and the completion of the CEIC intake form, explaining the services the CEIC offers visitors and referring construction job applicants to the appropriate resources in both English & Spanish.
- Guides visitors with completing their online JAC applications and answers any questions they may have in the CEIC computer area in both English & Spanish.
- Coordinates, tracks and makes appropriate referrals to for other community support services such as GED, ESL, Training etc.
- Develops and maintains excellent working relationships with applicants, hiring managers, University colleagues and community partners with a strong focus on customer service.
- Assists NextSource team with staff members who come in to collect their paycheck at the end of each week.
- Schedules and coordinates interviews for Associate Director, CUHR Client Managers or other hiring managers.
- Prepares, submits and maintains regular management reports as directed by the Executive Director; compiles and tracks all CEIC statistical data for management by organizing and maintaining employment metrics for Center reporting.
- Handles day-to-day facilities management issues for the Center.

Required Skills & Qualifications:

- Bachelor’s degree and/or equivalent combination of education and experience required.
- Minimum of 2 years’ experience in an administrative support or coordinator role, preferably in a Human Resources Department.
- Superior PC skills with experience in Outlook, Word, Excel and PowerPoint.
- Strong time management skills and ability to manage multiple priorities.
- Excellent interpersonal and communications skills in both English and Spanish.
- Proven ability to establish positive working relationships with internal and external stakeholders.
- Capacity to exercise independent judgment in resolution of administrative problems or issues.
- Demonstrated ability to maintain energy, enthusiasm and commitment while managing through change.
- Excellent analytical skills with attention to detail.
- Must demonstrate the ability to ensure security/confidentiality of files, records and planning activities.