Business Operations Coordinator  
University Staff #09429  
University Career Services (UCS)  
University of Virginia

The mission of University Career Services (herein UCS) is to foster career development that educates, inspires confidence, and empowers students to launch professionally, fulfilling lives. This position serves on the Business Operations Team - the unit within UCS responsible for operational oversight and stewardship for all career services business-related functions. The team accomplishes this by implementing systems that ensure sound fiscal management, positive customer interactions, the effective management and supervision of human resources, the maintenance of facilities and the allocation of resources.

The primary purpose of the Business Operations Coordinator (herein Coordinator) position is to provide assistance to the Business Operations Team with accounts receivable activities, departmental timekeeping, inventory and purchasing of general office supplies, records retention, travel planning and reimbursements, human resources support, surplus disposal, daily mail services, and general office organization. The Coordinator will also provide excellent customer service and student support at the main information/help desk in UCS. This is accomplished by providing back-up coverage during the Customer Service/Information Manager’s breaks, lunches and absences. The Coordinator serves students, employers, faculty, alumni, parents, and community members with various career-related needs.

This is a unique position that has the opportunity to positively impact a broad range of programs and services offered by UCS. This position reports directly to the Director of Business Operations.

Financial Responsibilities - (30%)

- Applies knowledge of state, federal and University policies, procedures and systems to effectively coordinate applicable procurement, accounts payable, and accounts receivable activities. Utilizes the Integrated System, EPay@UVA, CAVLink and other University systems/software to accomplish work.
- Processes accounts receivable transactions on a daily basis including reconciliation of cash, checks, and credit card payments. Credits appropriate accounts in CAVLink database and sends email receipts. Posts transactions to appropriate general ledgers. Prepares and delivers bank deposits as needed.
- Procures general office supplies using the University purchasing card or issuing purchase orders via the Integrated System.
- Assists with travel planning and reimbursement, catering reservations, and business meal form preparation.
- Generates or collects appropriate documentation for all financial transactions and promptly provides to Assistant Director of Business Operations for monthly reconciliation purposes.
- Provides overall team support by assisting with other projects to ensure sound fiscal management.

Human Resource Responsibilities - (30%)

- Applies knowledge of state, federal and University policies, procedures and systems to effectively coordinate applicable human resource activities. Utilizes the Integrated System, Jobs@UVA, ImageNow, and other University systems/software to accomplish work.
- Performs departmental timekeeping responsibilities to include sending bi-weekly deadline reminders to employees and supervisors, generating required audit reports and ensuring the successful processing of bi-weekly time and leave. Also receives Leave Requests Forms from staff, ensures adequate leave balances are available and adds vacation dates to ucs-staff vacation Outlook Calendar. Processes and maintains forms accordingly. Assists with coordinating peak period leave requests.
- Utilizes Jobs@UVA and assists with the creation and updating of departmental position descriptions and general attribute changes.
- Utilizes ImageNow software to scan, label and retain human resource documents as appropriate.
- Assists the Director of Business Operations with staff searches and the orientation/onboarding of new full-time and part-time staff by providing office tours, ordering nametags and business cards, demonstrating basic equipment uses, explaining mail services and recycling procedures, etc. As part of the exit/offboarding process, ensures that various accesses are deactivated and resources updated upon exit of departing employees.
- Assists with the updating of the UCS Employee/Emergency Handbook and Continuity of Operations Plan (print and online) on an ongoing basis.
- Participates in group orientation/onboarding of student workforce and provides needed support to the Assistant Director of Business Operations.
- Provides overall team support by assisting with other projects to ensure effective human resource management.
Operational Responsibilities – (20%)
- Maintains organization and cleanliness of the UCS office by arranging office supplies so that they are accessible and neat.
- Coordinates the inventory, reporting and surplus of general office furnishings and supplies.
- Assists Business Operations Team with meeting records retention requirements by reviewing and organizing files as well as destroying documents after obtaining proper approval.
- Responsible for opening and distributing daily messenger and USPS mail in a timely manner. Maintains confidentiality accordingly.
- Serves as departmental telephone counselor and ensures the annual updating of staff and office directory information; processes telephone/data work orders; requests long distance access codes for new employees or changes in billing; ensures deactivation of long distance access codes upon separation of staff; reconciles annual and monthly telephone and data charges for accuracy and promptly initiates corrections.
- Provides overall team support by assisting with other projects to ensure effective operations, allocation of resources, and the overall cleanliness and accessibility of space.

Customer Service and Student Support - (20%)
- Serves as a back-up to the Customer Service/Information Manager in order to provide proper breaks and lunch coverage as well as occasional coverage when this person is absent due to illness, doctor appointments, vacation, mandatory meeting attendance, etc.
- Provides excellent customer service by communicating with customers (students, employers, alumni, faculty, parents, staff, community members, etc.) in-person, via phone or email.
- Disseminates information on a wide array of office programs, services and events.
- Manages key UCS information/help desk processes such as: greeting visitors and overseeing the check-in process; scheduling of appointments with career counselors; providing online career assessment instructions to students and printing results; assisting students with the On-Grounds Interviewing online tutorial process; understanding the programs and services provided by affiliate career offices and making appropriate referrals; and demonstrating online login for career library resources.

Required Qualifications
- High school diploma or equivalent with at least four years of relevant experience (Bachelor’s degree may substitute for years of experience)
- Strong working knowledge of administrative, financial and customer service procedures
- Ability to analyze and present information
- Ability to work effectively with students, alumni, faculty, employers and staff
- Ability to learn an array of information relative to programs, services and resources
- Ability to evaluate/assess customer needs, apply information and provide advice or make appropriate referrals
- Demonstrated excellent oral and written communication in daily interactions
- Ability to manage multiple tasks and projects while meeting deadlines
- Attention to detail
- Ability to organize and prioritize assignments
- Interpersonal skills
- Ability to work independently or as part of a team
- General record-keeping practices
- Proficient computer skills, especially database and Web-based technology

Preferred Qualifications
- Bachelor's Degree
- Related university or professional experience
- General knowledge of career services
- Integrated System experience (Finance and HR modules)
- Jobs@UVa experience
- ImageNow experience

The University of Virginia is an equal opportunity and affirmative action employer. Women, minorities, veterans, and persons with disabilities are encouraged to apply.