



Colorado State University

Office Operations Manager

Posting Details

Posting Detail Information

Working Title	Office Operations Manager
Position Location	Fort Collins, CO
Work Location	Position qualifies for hybrid/in-office work
Research Professional Position	No
Posting Number	
Position Type	Admin Professional/ Research Professional
Classification Title	Prof/Indiv Contrib I
Number of Vacancies	
Work Hours/Week	40
Proposed Annual Salary Range	55,000 - 60,000
Employee Benefits	<p>Colorado State University (CSU) is committed to providing employees with a strong and competitive benefits package that supports you, your health, and your family. Visit CSU's Human Resources website for detailed benefit plan information for permanent full-time and part-time faculty and administrative professional employees in the following University benefit areas: https://hr.colostate.edu/hr-community-and-supervisors/benefits/benefits-eligibility/ & https://hr.colostate.edu/prospective-employees/our-perks/.</p>
Desired Start Date	
Position End Date (if temporary)	
To ensure full consideration, applications must be received by 11:59pm (MT) on	03/24/2023
Description of Work Unit	<p>Student Legal Services (SLS) provides legal advice, education, and, in special circumstances, court and other representation for students at Colorado State University in order to foster retention and success of students at Colorado State University. The office is funded by student fees. Student Legal Services staff members are devoted to inclusion in their work—the staff recognizes that all students have unique identities and challenges, and embracing those for each client is essential in providing the best legal assistance possible. The staff conducts outreach with persistent effort to reach diverse identities across the student body.</p> <p>Student Legal Services' mission: SLS helps CSU undergraduate and graduate students resolve their legal issues with as little disruption as possible to their educational endeavors. SLS focuses on educating students on the law and enabling them to help themselves resolve legal issues.</p>

The Office Operations Manager is a critical part of the Student Legal Services team consisting of 4 full-time employees and up to 6 student hourly positions. The Operations Manager reports directly to the Director.

Position Summary

The Office Operations Manager responsibilities include organizational management of office procedures and services, student staff supervision, strategic campus partners management, accounting and budgeting functions, and daily office operations. This position manages attorney services and logistics, such as calendars, scheduling, travel, registrations, and continuing education. The Office Operations Manager position supports student's, both student's accessing services and student office assistants, with retention and success efforts through outreach, campus partner collaborations, and guidance in life and/or professionalism skills. This position educates and provides feedback on student staff development of workplace professionalism skills and conducts performance evaluations and trainings.

Required Job Qualifications

- High School Diploma (or GED) plus three years full time general clerical experience.
- One year of experience with financial management (bookkeeping, reconciliation, database management, etc.) that can occur simultaneous with general clerical experience.
- Experience managing personnel, including on-boarding/evaluating staff and training staff on procedural processes and policies.

Preferred Job Qualifications

- Bachelor's degree in Business, Liberal Arts, Applied Human Sciences, or related field.
- Experience with Colorado State University systems related to budgets, financial accounts, purchasing, and human resources (or comparable university systems).
- Demonstrated understanding and direct experience working with and supporting diverse populations (i.e. race, ethnicity, gender, sexual orientation, class, religion, and age).
- Demonstrated excellence in working in a professional environment that requires maintaining strict confidentiality.
- Demonstrated proficiency with database use, basic database editing, data collection and analysis.
- Experience providing support in a law office.
- Demonstrated experience hiring, training and supervising college student employees.
- Demonstrated proficiency creating and manipulating spreadsheets with Excel or comparable program.
- Demonstrated proficiency in using PowerPoint or similar presentation program.
- Possess basic skills creating simple advertising pieces.
- Experience with social media posting for office outreach.
- Certification and experience as a Notary Public.

Diversity Statement

•Personal and professional commitment to diversity and inclusion as demonstrated by involvement in teaching, research, creative activity, service to the profession and/or diversity/inclusion activities

Essential Duties

Job Duty Category

Office Operations

Duty/Responsibility

Manage office and front desk intake operations including:

- Organize and establish work processes in order to manage support to SLS Director and staff attorneys, help assure the efficient and ethical delivery of legal services to CSU students through advising appointments with the unit's attorneys. Continually evaluate and update work processes as need arises or as applicable policies/rules change.
- Develop and implement assessment tools to evaluate intake process.
- Advise clients on specific action and paperwork needed for their legal issue in order to properly prepare for their appointment, meet required deadlines, avoid

potential problems, and preserve client's rights.

- Provides guidance to students/families, community and campus partners with questions, making appropriate referrals, and problem solving situational awareness.
- Oversight of office operations, including telephone contacts, online intake, and in-person services.
- Oversee and coordinate attorney calendars to assure client appointments are set per office guidelines to provide efficient delivery of program services, while applying Colorado Supreme Court Rules of Professional Conduct-avoiding any conflicts of interest and assuring the office has the expertise to advise on a particular topic before setting appointments.
- Identify and prioritize complex student needs and requests for services; determine attorney to provide that service and ensure appropriate action/response from intake services. Identify cases that require additional support and/or referrals.
- Oversee and coordinate Student Legal Services database. Identify problems, efficiency, completeness of case notes and associated documents.
- Understand campus and community resources and serve as a reliable and accurate source of information to current and prospective students, SLS staff and university departments.
- Schedule and prepare for all staff, professional staff, and SLS Student Advisory Board meetings.
- Oversee logistics for staff travel; conference registration, flight and hotel arrangements, travel documents for approval and reimbursement.
- Manage and complete on-boarding/training processes for new professional and student staff.
- Manage and determine office operations, including human resources, customer service protocols, communication between staff, workflow, and opening/closing procedures.
- Provide administrative support for SLS professional staff search processes.
- Make persistent effort to carry out the unit's commitment to diversity and inclusion , demonstrating this commitment in student staff training and supervision and interactions with clients and campus colleagues.
- Participate in professional development that supports the success of the department.

Percentage Of Time

25

Job Duty Category

Legal Support

Duty/Responsibility

- Identify and delegate questions and concerns that need to be escalated to legal staff. Identify the appropriate attorney according to experience and expertise.
- Collaborate with the Director and staff attorneys in timely update of office law library, re-evaluation of ongoing subscription needs, and timely annual renewal of attorney licensure and bar memberships for continued practice of law.
- Act as a Notary Public for clients and CSU students, staff and faculty, as well as members of the public who require the service.
- Stay current on notary requirements, changes in the law, and trainings as needed. Assure that notary materials meet state statute. Facilitate coordination of services with other notary services on campus to better serve students.
- Educate other units at CSU on the services of Student Legal Services.

Percentage Of Time

10

Job Duty Category

Financial Management and Data Tracking

Duty/Responsibility

- Manage financial account processes through oversight of unit expenditures as they align with fiscal year budget of over \$400,000 and office needs.
- Determine, communicate, and implement internal fiscal procedures and policies.
- Forecast expenditures, encumber funds, interpret and implement budget guidelines and policies, and monitor department fund balance.
- Oversee the preparation of the annual budget, making recommendations, scheduling expenditures, analyzing variances, initiating corrective actions, and

creating documents and back up materials for Student Fee Review Board presentation.

- Manage records related to expenses, create invoices, and pcard use.
- Manage tracking of office data and statistics, work with database administrator to assure statistics are accurate, report statistic results to Director monthly, evaluate data, with the director, to determine trends, who is served/not served by the office, potential areas to serve additional clients through the lens of diversity and inclusion, and identify areas for increased advertising.
- Provide input, statistics and summary information for inclusion in the departmental Annual Report and Program Review.
- Validate monthly cell phone allowances in Oracle.

Percentage Of Time 20

Job Duty Category Outreach

Duty/Responsibility

- Oversee identifying and scheduling tabling/advertising/outreach efforts, including, but not exclusive to print advertising, Ram Welcome, Orientation, First Year Seminars, New Graduate, Getting to Year 2, and Housing fair.
- Schedule and participate in outreach events/programs and contribute to marketing strategies designed to reach diverse identities across CSU.
- Organize and maintain marketing materials as appropriate for different events.
- Serve as a representative of Student Legal Services at various trainings, involvement and resource fairs, and other outreach events. Work occasional evenings to represent the unit at evening events that serve students.

Percentage Of Time 10

Job Duty Category Technology

Duty/Responsibility

- Manage office software and hardware, scanner/printer, Internet, email, and other workplace technology and electronic needs.
- Oversee office efficiency by planning and implementing office systems, layouts, and equipment procurement.
- Oversee and update portions of SLS database used to track clients, cases and adverse parties which are crucial in determining conflicts of interest. Create reports and suggest improvements and updates to SLS Director and database administrator.
- Update the SLS website with up-to-date hours, contact information, staff profiles, and identifying priority information for the homepage.
- Oversee shared drive of SLS electronic files accessed and used by all SLS employees.
- Participate in University training to stay current on technology changes in order to be a resource to other SLS staff and student employees

Percentage Of Time 10

Job Duty Category Supervision and Training

Duty/Responsibility

- Supervise and manage up to 6 Student Administrative Assistants who screen incoming clients. Supervision includes recruitment, training, determining work schedules, daily supervision, and regular evaluation. Train students in office processes/procedures and database use, working with clients across diverse identities in inclusive ways, plus requirements of confidentiality, conflict of interest rules, general law office policies and procedures and customer service.
- Train student administrative assistants to advise clients on specific action and paperwork needed for their legal issue in order to properly prepare for their appointment, meet required deadlines and avoid potential additional problems.
- Develop recruitment and interview process for student assistant hiring.
- Develop assessment tools to evaluate student assistant progress in training and customer service in alignment with Student Legal Services, law office, and University guides and values.

Percentage Of Time

25

Application Details**Special Instructions to Applicants**

Interested applicants must submit a cover letter which addresses how your professional experiences align with the identified required and preferred qualifications of this position, a current resume, and the names, e-mail addresses, and telephone numbers of three (3) professional references. Please be sure to demonstrate fulfillment of minimum requirements in application materials. References will not be contacted without prior notification of candidates.

If you have any questions, please contact , 970-491-1482.

Conditions of Employment

Pre-employment Criminal Background Check (required for new hires)

Search Contact

Penny Gonzales-Soto

EEO Statement

Colorado State University is committed to providing an environment that is free from discrimination and harassment based on race, age, creed, color, religion, national origin or ancestry, sex, gender, disability, veteran status, genetic information, sexual orientation, gender identity/expression, or pregnancy in its employment, programs, services and activities, and admissions, and, in certain circumstances, marriage to a co-worker. The University will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. Colorado State University is an equal opportunity and equal access institution and affirmative action employer fully committed to achieving a diverse workforce and complies with all Federal and Colorado State laws, regulations, and executive orders regarding non-discrimination and affirmative action. The [Office of Equal Opportunity](#) is located in 101 Student Services.

The Title IX Coordinator is the Director of the Office of Title IX Programs and Gender Equity, 123 Student Services Building, Fort Collins, CO 80523-0160, (970) 491-1715, titleix@colostate.edu.

The Section 504 and ADA Coordinator is the Director of the Office of Equal Opportunity, 101 Student Services Building, Fort Collins, CO 80523-0160, (970) 491-5836, oeo@colostate.edu.

The Coordinator for any other forms of misconduct prohibited by the University's Policy on Discrimination and Harassment is the Vice President for Equity, Equal Opportunity and Title IX, 101 Student Services Building, Fort Collins, Co. 80523-0160, (970) 491-5836, oeo@colostate.edu.

Any person may report sex discrimination under Title IX to the [Office of Civil Rights, Department of Education](#).

Background Check Policy Statement

Colorado State University strives to provide a safe study, work, and living environment for its faculty, staff, volunteers and students. To support this environment and comply with applicable laws and regulations, CSU conducts background checks for the finalist before a final offer. The type of background check conducted varies by position and can include, but is not limited to, criminal history, sex offender registry, motor vehicle history, financial history, and/or education verification. Background checks will also be conducted when required by law or contract and when, in the discretion of the University, it is reasonable and prudent to do so.

Supplemental Questions

Required fields are indicated with an asterisk (*).

Applicant Documents

Required Documents

1. Cover Letter
2. Resume or CV
3. List of Professional References

Optional Documents

None

References Requested

References Requested

Minimum Requested 3

Maximum Requested 3