

GORDON COLLEGE

Position Description

Title: Administrative Services Specialist

Function: Under the supervision of the Project Manager for Administrative Services, the Specialist serves as a primary contact for requestors and processes requests for purchases, invoices, reimbursements, faculty contracts and independent contractor agreements. The Specialist will operate multiple software packages for the smooth processing of case requests. The Specialist will abide by institutional policies and support the College's mission and goals.

Description of Duties and Tasks:

Salesforce Case Management: Manages a queue of cases assigned by the Project Manager; utilizes guidelines to advance the case through standardized steps related to each request category. Guides requestors to understand financial policies of the institution. Serves as an expert resource to address specific and unusual transaction challenges from the requestor.

Customer Service Excellence: Provides exceptional customer service to internal and external stakeholders, including students, faculty, staff, alumni, donors, community partners and vendors.

Collaboration and Communication: Fosters collaboration and communication across campus between Administrative Services and other campus departments to facilitate seamless operations.

Future expansion of Administrative Services: Contributes to the long-term transformation for Administrative Services by collaborating with the Project Manager and other campus partners to refine current systems and identify/develop a long-range plan to maximize the usage of Salesforce.

Required Knowledge, Skills and Abilities:

In order to fully perform the above functions, the incumbent must possess the following knowledge, skills and abilities, or demonstrate that the major responsibilities of the job can be accomplished with or without reasonable accommodation, using some combination of skills and abilities.

1. Bachelor's degree and at least two years of successful experience in case management, tailored client support, administrative services or related field.
2. Exceptional analytical, organizational, and problem-solving skills, with the ability to prioritize tasks, manage multiple projects simultaneously, and meet deadlines in a fast-paced environment.
3. Strong interpersonal and communication skills to listen carefully, communicate clearly and work collaboratively.
4. Able to make thoughtful, balanced decisions in complex situations, exercising discernment and discretion. Possesses emotional maturity and the ability to handle sensitive issues with care and professionalism, while maintaining a strong ethical standard and confidentiality.
5. Demonstrates advanced skills with software such as Salesforce, Adobe, Microsoft Office applications (including, but not limited to Outlook, Excel, OneDrive, SharePoint), and the ability and willingness to learn new software tools as needed.

6. Personal alignment with the mission, vision and faith commitments of a Christ-centered institution of higher learning.

Position Code: PVS-ADMSS

Grade: 4

FLSA Status: Non-exempt

In our Christ-centered community, faculty and staff affirm the [College's Statement of Faith](#) as an expression of their own theological convictions and agree to work within [Gordon's community standards](#) in order to model these commitments for our students' formation. Gordon College faculty and staff support the College's commitment to the [Shalom Statement](#), which includes our desire to treat all individuals as equal image-bearers of God.