Position Title: Chief of Operations
Department: Academic Affairs
Reports To: Provost

The following statements are intended to describe the general nature and level of work to be performed and are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All duties listed are essential functions for the position. It is understood that other related duties may be assigned.

**General Function (Description):**

**SUMMARY/GENERAL FUNCTION**
Serves as Chief of Operations and executive liaison in the Office of the Provost and Vice President for Academic Affairs. Provides high level key operational support to the Provost and Vice President for Academic Affairs in all areas of the Division of Academic Affairs as needed, and assists in project management and leadership as well as primary management and oversight for all day-to-day division administrative functions by providing key operational support to the Provost. Responsible for organizing and coordinating office operations and procedures to ensure smooth functioning and overall effectiveness of the Office of the Provost and the Division of Academic Affairs. As appropriate, advise on organizational and institutional matters under this position's span of control. Assists the office of the Provost and Division of Academic Affairs meet its strategic goals through the execution of project coordination, and provides professional assistance to the Provost in the implementation of special projects pertaining to the university. Assists the Provost in decision making on administrative matters, and manages a wide range of projects including new or revised division policies and procedures. Interfaces with faculty, staff, students and the general public to address concerns and takes the lead on resolving level one customer service questions and issues and making informed judgement decisions on those that should be escalated. Assists with all other administrative and staff service functions of the division as needed.

Under the general direction of the Provost, assists in evaluation of administrative positions that support the Provost, reviews draft performance evaluations on behalf of the Provost, manages communication between the Office of the Provost and the campus ensuring the information conveyed is accurate and timely. Performs other duties as assigned.

**Examples of Duties and Responsibilities:**

**MAJOR JOB RESPONSIBILITIES (INDICATE % OF TIME FOR EACH (TOTAL % MUST ADD UP TO 100%)**

- **40%** Project management and leadership
- **40%** Primary management and oversight for all day-to-day division administrative functions by providing key operational support to the Provost
- **15%** Human Resources-Accountability and performance evaluation support
- **5%** Other duties as assigned

**PRIMARY DUTIES ASSOCIATED WITH EACH MAJOR RESPONSIBILITY**

**40% Project management and leadership**
Develops, manages, and provides leadership for the implementation of division-wide projects

Manages high priority projects and assignments by the Provost

Responsible for broad and complex sets of assignments

Coordinates special projects/reports and provides leadership/support as appropriate for this position

Conducts project feasibility analysis

Manages and tracks status of various projects related to Academic Affairs

Maintains a comprehensive project status system

Prepares major reports within the Division of Academic Affairs

Provides leadership in the development and implementation of division-wide projects and the divisional strategic planning process

40% Primary management and oversight for all day-to-day division administrative function by providing key operational support to the Provost

Prepare the Provost’s daily calendar and materials needed for that day’s meetings, including meetings with direct reports, Provost Cabinet, Council of Deans, Academic Council, Budget Council, etc, and take meeting minutes as directed

Provide a monthly analysis (on a weekly basis) of provost’s meetings and conferences, etc. to help with short-term and long-range planning

Prompt the provost on various deadlines and issues needing resolution

Develop and distribute Office of the Provost communications to the campus

Determine long-range staffing requirements, assigns, supervises and directs the work of others

Manage Provost’s office daily activities including but not limited to work scheduling, work assignments, employee motivation and supervision, employee evaluations, and employee development

Trains and evaluates staff to carry out the work of the office

Maintains and monitors office budget and requisition process for operating office.

Maintains all departmental office records and ensure filing system is up to date.

Order and maintain office supplies inventory as needed

Drafts correspondence, presentations and other documentation as required.

Reviews and directs mail, telephone calls, etc., to other appropriate areas as needed.
- Records and transcribes minutes from various University meetings, and presents reports, advises, and handles action items between meetings as needed

- Assists the Provost/VP with the preparation of all required reports including Board reports and any local, state and federal governmental reports

- Arranges all travel and itinerary planning for the Provost in the course of University business.

- Exercises considerable latitude in determining and achieving functional area and divisional goals and objectives both on a day to day basis and long-term

- Consults with higher level management and develops and implements recommendations, policies and operational changes

- Contributes significantly in the development of administrative policies and procedures

- Serve as liaison to other divisions, departments, campuses, and outside agencies

- Serve as the Provost’s principal point of contact in the office when the provost is unavailable

- Serve as the communication point for projects

**15% Human Resources-Accountability and performance evaluation support**

- Coordinates and collaborates with the Director of Budget and Academic Operations in the Office of the Provost to ensure alignment with provost priorities, division goals, resources, and accountability

- Assists in evaluation of administrative positions that support the Provost, including reviews of draft performance evaluations on behalf of the Provost

- Oversees the reviews and edits of position descriptions, the progress on recruitments, and other HR-related actions in collaboration with the Director of Budget and Academic Operations

**5% Other duties as assigned**

**ESSENTIAL QUALIFICATIONS**

Bachelor's degree from an accredited four-year college or university or the equivalent work experience. Minimum of five years of professional experience along with progressively responsible supervisory and/or management experience. Knowledge, skills and abilities required include ability to organize, plan and direct special projects, ability to establish goals and follow through on their implementation, ability to work in an independent manner; knowledge of staff development models. Experience in working in a high-level or executive management office. Experience in operating independently with a very high degree of self-direction and initiative required.
Knowledge, Skills and Abilities:

**KNOWLEDGE, SKILLS, AND ABILITIES**

- Strong organization, administrative, analytical skills and professionalism reflective of the needs and concerns of the Provost.
- Exceptional interpersonal, organizational, verbal and written communications skills.
- Ability to strictly adhere to confidential standards in all matters pertaining to this position.
- Ability to multi-task in a fast-paced environment.
- Ability to anticipate and resolve problems and the ability to deal with guests when they are angry or upset.
- High level of experience in Microsoft Office Suite (Outlook, Word, Excel, Powerpoint, etc.) and working knowledge of office practices and methods.
- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to establish and maintain effective work relationships with students, faculty, staff and the public and the ability to represent the department and the University in a friendly, courteous and professional manner.

Minimum Hiring Standards:

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<thead>
<tr>
<th>Education</th>
<th>Bachelor's degree from an accredited four-year college or university or the equivalent work experience.</th>
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<tbody>
<tr>
<td>Years of Experience</td>
<td>Minimum of five years of professional experience along with progressively responsible supervisory and/or management experience. <strong>PREFERRED QUALIFICATIONS</strong> (List additional knowledge, skills, and abilities that would enhance an incumbent's ability to perform the work of the position)</td>
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<td>- Previous work experience within a university environment. Master’s degree in business administration, public administration, or related fields.</td>
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<tr>
<td>Years of Management/Supervisor Experience</td>
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