

Provost Office Operations Manager

Founded in 1891, North Park University is a Christian university affiliated with the Evangelical Covenant Church of over 3,200 students from around the country and world. Located for over 125 years on the land of the Miami and Potawatomi tribes in what is today Chicago’s northside, NPU has recently been designated a Hispanic Serving Institution and is committed to serving diverse populations. Elevating North Park University’s core distinctives of Christian, city-centered, and intercultural, NPU values diversity among its staff and is committed to building a racially and culturally diverse intellectual community, and strongly encourages the nomination and candidacies of persons who are Black, Indigenous, and People of Color regardless of gender.

**MISSION**

The mission of North Park University is to prepare students for lives of significance and service through education in the liberal arts, professional studies, and theology.

**VISION**

Building on our core institutional identity—Christian, city-centered, intercultural—our vision is to create a university of uncommon character and enduring excellence, where faith, learning, and service meet.

**Position Summary:**

Reporting to the Provost, the Operations Manager is responsible for managing the office, correspondence, and projects for the Office of the Provost. This individual will act as a liaison between offices and faculty, staff, Board of Trustees, Academic Committees, students, parents, and other constituencies.

**Essential Responsibilities:**

* Builds rapport and develops strong working relationships with a broad range of people. Adjusts communication style to meet the needs of individuals at various organizational levels and to meet the needs of constituents. Forms strong relationships by demonstrating concern and respect for others, as well as by highlighting common interests and aspirations.
* Organizational Awareness: Understands the internal climate of the organization, including the most productive channels of communication, and makes use of the appropriate communication channels to achieve goals and objectives. Has learned about both formal and informal communication channels. Avoids errors in judgment when selecting strategies for accomplishing tasks.
* Project Management: Manages Provost Office projects to ensure that commitments are met in a manner that is timely and within budget. Clearly defines roles and responsibilities, determines necessary resources, and monitors project performance through appropriate systems and procedures
* Provides administrative support for the Provost which includes:
  + Communication with different departments including oversight of the website
  + Oversees all communications sent from the Office of the Provost
  + Manages the Provost’s calendar and meeting schedule
  + Working with HR to manage and track faculty load
  + Meeting and Provost Office related event planning
  + Provost Office budget management

**Essential Qualifications:**

* A positive, problem-solving personality.
* The ability to deal effectively and communicate with a variety of individuals from the University and outside constituencies
* Self-starter with a high degree of ownership.
* Ability to effectively coordinate many overlapping tasks.
* Strong organizational skills/detailed oriented.
* Excellent communication and customer service skills.
* Strong interest in working in a student-centered office
* Must be able to work well under pressure and handle a variety of projects simultaneously.
* Ability to relate well to a variety of personality types is essential.
* Possess a high level of professionalism and maturity due to the handling of confidential and sensitive information.
* Ability to work independently, take initiative and understand and follow complex directions.
* Computer literacy in Microsoft Word, Excel, Outlook, and databases needed.
* Personal commitment to North Park’s mission of Christian higher education.
* Bachelor’s degree preferred or the equivalent of a min. of 6 years of direct high level administrative experience within a higher education environment.

Effective Date: August 2022

*NOTE: Nothing in this job description restricts the supervisor’s right to assign or reassign duties and responsibilities to this job at any time.*