

**Title: Operations Program Manager - <https://ejobs.umd.edu/postings/107598>**

**Unit: Undergraduate Studies**

**Position summary/purpose of position:**

The Operations Program Manager provides initiative, planning, and management of the office for the following high-impact student programs: Maryland, Federal, and Global Fellows; and Individual Studies. The Maryland, Federal, and Global Fellows program takes advantage of the University of Maryland's location both in the Washington, D.C. area and in Maryland to prepare undergraduate students to excel in internships and become leaders in the domestic and international arenas. The Individual Studies Program enables UMD students to create their own majors, and provides the environment and support needed as students advance to graduation. The Operations Program Manager also participates in advising and coaching students in the Maryland, Federal, and Global Fellows Program, as needed. The Operations Program Manager reports to the Associate Director of these programs and has supervisory responsibilities over two Graduate Assistants and one student worker. This position requires planning and decision-making as well as independence of action and judgement. This manager also serves as a member of the strategic advisory team for the office. The office is collaborative, high-energy, and good-humored. For information about our programs, please visit our websites at [www.globalfellowsdc.umd.edu](http://www.globalfellowsdc.umd.edu), [www.federalfellows.umd.edu](http://www.federalfellows.umd.edu), [marylandfellows.umd.edu](http://www.marylandfellows.umd.edu) and <https://www.ivsp.umd.edu/>.

The Operations Program Manager is responsible for the following areas:

1. Office Management (40%)

- Ensures the smooth day-to-day operation of the office, including timely distribution of information among staff. Plans and maintains an efficient program, office operations, and space management by updating and tracking office calendar meticulously to avoid conflicts and overlapping commitments
- Works with campus and external vendors to procure office equipment, program supplies (t-shirts, journals, etc) and performs inventory control of equipment and supplies
- Maintains the physical office environment and works closely with UMD Facilities Management, Terrapin Trader, and other campus partners for office repairs, maintenance, renovation, removal of equipment
- Manages, reviews, and negotiate contracts, agreements, and/or leases on behalf of the office
- Organizes and maintains office files and employee records
- Provides and maintains a welcoming environment for students and staff
- Organizes and supervises the event planning process and logistics
- Supervises two Graduate Assistants and one student worker
- Other duties as assigned

2. Budget and Financial Management (30%):
  - Has direct oversight of the budgets and financial resources of the office
  - Represents programs at UGST business meetings, ensure compliance with policies, and advise/update program directors on matters related to budget and financial management
  - Develops and records detailed working budget each fiscal year on the Budget Preparation and Maintenance (BPM) system
  - Responsible for analyzing and monitoring budgets for two accounts
  - Responsible for performing detailed analysis of financial records and reports
  - Reviews and reconciles credit card statements and monthly transaction reports
  - Works with Financial Aid Office and UGST Business Office to process students awards for all programs
  - Responsible to process Travel Approval Request (TAR), honorarium, and other reimbursements as needed
  - Other duties as assigned
  
3. Student Information Management and Development Support for the Maryland, Federal, and Global Program (30%):
  - Responsible for the organization and maintenance of detailed, confidential student and alumni records (including electronically)
  - Provides individualized guidance for students of the Maryland, Federal, and Global Fellows Program, including regarding internships
  - Co-teaches experiential learning courses as required
  - Serves Scheduling Officer for the office and is responsible for classroom scheduling for fall seminars and program events
  - Works closely with Associate Director in planning and coordinating the Admission review process
  - Responsible to add course registration BPO stamp for students to register for fall seminars and UNIV courses
  - Other duties as assigned

#### Minimum Qualifications Required to Perform Work

#### **Minimum Qualifications:**

A Bachelor's degree from an accredited institution and 2-4 years of experience in office and/or financial management experience. Demonstrated high competency in office management, budgeting, financial management, recordkeeping and reporting. Ability to develop budgets and successfully deliver within set deadlines. Strong attention to detail and accuracy. Excellent problem-solving skills and judgement. Outstanding management and organizational skills, including for record keeping and files. Demonstrated expertise in maintenance of internal information systems as well as proficiency in the use of Microsoft Office (Word, Excel, and Power Point) and Google Suite. Demonstrated ability to handle sensitive and confidential information with discretion. Ability to work independently and collaboratively in a fast-paced, diverse environment. Evidence of exceptional interpersonal skills, showing the ability to engage effectively with diverse students and alumni as well as administrators, faculty, and staff. Outstanding communication skills (written, verbal, and

presentation). Excellent editorial skills. Flexibility. Ability to multi-task and prioritize competing demands on time.

**Preferences:**

Master's degree in any academic discipline from an accredited institution. Familiarity working with University of Maryland systems (financial systems, SIS). Familiarity with Workday and Concur systems. Proactive approach to problem-solving and organizing. Experience in project management and development. Experience in working with university students (e.g., in advising, study abroad, and/or other student development activities). Demonstrated knowledge of and interest in public service and/or international education and programming, internship experience, study or research abroad, or foreign language expertise.

Additional Information: Occasional evening work may be required

Physical Demands: The physical demands of the position include ability to accompany students on site visits and help with setting up workshops, receptions, and poster events.

Applicant Document:

1. Resume
2. Cover letter
3. List of references

Optional documents

1. Unofficial transcript

Best consideration Date: 06/18/2023