

ADMINISTRATIVE SPECIALIST III - UNIVERSITY POLICE DEPARTMENT

Applications will be accepted until 5:00 p.m., October 20, 2021, in the Office of Human Resources, Womack 209.

Communicates effectively and appropriately; maintains confidentiality of records and information; interacts in an effective and appropriate manner with diverse populations, the University community and the public; maintains files accurately, in paper and in software programs; prepare and maintains an organized filing system; handles multiple tasks simultaneously; uses good judgment in solving problems.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

UNIVERSITY SUPPORT - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Supports affirmative action and respects diversity. Commitment to the mission of HSU and an understanding of the different components of the university.

DIVERSITY - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; Builds a diverse workforce. Sensitivity to and an understanding of the diverse academic, socioeconomic, cultural and ethnic backgrounds of the HSU student.

STUDENT RELATIONS - Manages difficult or emotional student situations; Responds promptly to student needs; Solicits student feedback to improve service; Responds to requests for service and assistance; Meets commitments. Customer and solutions oriented with a strong commitment to customer service while maintaining compliance with policies.

PROFESSIONALISM - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

QUALITY - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

ETHICS - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds University values.

SAFETY AND SECURITY - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

DEPENDABILITY - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

CUSTOMER SERVICE - Interacts with and assists the students and the public in a professional and friendly manner as needed. Demonstrates effective communication skills; communicates accurate and complete information; maintains strict confidentiality when necessary. Demonstrates positive

working relationships with co-workers, management team, and ancillary departments. Assist internal and external stakeholders as needed with exceptional customer service.

TECHNICAL SKILLS - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

INTERPERSONAL SKILLS - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

LEADERSHIP - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

The formal education equivalent of a high school diploma; plus one year of specialized training in business management, business education, or a related field. A baccalaureate degree may be substituted for all or part of these basic requirements. Prior University Police Department experience and willingness to become a commissioned notary public in the State of Arkansas is desired.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, students, customers, and the general public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

COMPUTER SKILLS

To perform this job successfully, an individual should have knowledge of Microsoft Office or Google Documents, Google Sheets, and Google Mail.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit and talk and hear. The employee must regularly lift and /or move up to 10 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

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JUDGMENT - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

BUSINESS INSIGHT - Aligns work with strategic goals.

Note: The applicant selected for this position will be required to submit to a background screening, including criminal background check.

Henderson State University is an Equal Opportunity Employer/Affirmative Action Employer with a significant commitment to the achievement of excellence and diversity among its faculty, staff, and students.