



Oregon State University
INTO OSU

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Oregon State University
1701 SW Western Blvd.
Corvallis, Oregon 97333

T: 541-737-2464

F: 541-737-4220

E: into@oregonstate.edu

W: intoosu.oregonstate.edu

Operations Specialist

INTO Oregon State University

Company Background

INTO University Partnerships collaborates with leading universities to provide international students with a personalized and highly supportive learning environment in which to acclimate to life on a US university campus and prepare for long-term academic success. Since 2006, INTO has launched partnerships to internationalize 20 universities in the US, UK and Asia, including Oregon State University, University of South Florida, George Mason University, Drew University, Saint Louis University, University of Alabama at Birmingham, Suffolk University and Hofstra University.

INTO Oregon State University (INTO OSU) is a 50/50 partnership between INTO University Partnerships and Oregon State University. The partnership was established in 2008 to help drive the University's internationalization agenda with the intent of raising its brand and profile, establishing itself as an international research-intensive university and transforming the profile of its international student body as well as enhancing the overall student experience. The partnership established and operates a campus-based state-of-the-art international pathway center that currently serves more than 1000 international students in a variety of academic and English language programs.

Oregon State University is an international public research university located in Corvallis, one of the safest, smartest, greenest, small cities in the nation. Oregon State is the state's Land Grant University and is one of only two universities in the U.S. to have Sea Grant, Space Grant, and Sun Grant designations as well. With 11 colleges, 15 Agricultural Experiment Stations, 35 county Extension offices, the Hatfield Marine Science Center in Newport, and OSU-Cascades in Bend, Oregon State has a presence in every one of Oregon's 36 counties.

The successful candidate for this position will exemplify the INTO OSU Core Values and support the Vision and Mission of the organization:

A Global Outlook: We respect diverse perspectives and international experience.

Our Students: We value the success and well-being of our students as the foundation of our work.

People: We build community with compassion, cooperation, collaboration, and trust. We respect

each other with open communication and transparency.

Personal Efficacy: We provide leadership and take personal responsibility. We work with enthusiasm, positivity, and passion.

Growth and Development: We grow and adapt to change with creativity, innovation, and flexibility both as individuals and as a group.

INTO OSU Vision: A vibrant and inclusive international university environment

INTO OSU Mission: We empower our students to succeed in and contribute to a global community.

Job Overview

PRIMARY PURPOSE: The Operations Specialist provides operational support for a variety of administrative areas in the INTO OSU Center. The individual in this position will lead administrative and operations support in the areas of project innovations; center events; facilities; Human Resources and other areas as required. The Operations Specialist will have access to student data, employee records and other sensitive information and will need to exercise good judgment and discretion in the performance of job duties. The Operations Specialist reports to the Executive Director.

POSITION FIT: As a position with a varied range of administrative responsibilities, this position may suit someone with specific experience in one or more of the areas and a willingness to grow into the other aspects of the role. As such, the candidate needs to be able to learn quickly on the job and be a good communicator actively working and collaborating with those around them. The ideal candidate will be resilient, level-headed, unfazed by a fast-paced work environment and comfortable with prioritizing and managing change. This position will be filled by someone who is equally comfortable working in an in-person office environment interacting frequently with stakeholders as well as working remotely with tools such as Zoom and Teams.

Key Responsibilities

Events, Visits and Meetings (70%)

- Lead event-planning committees in the INTO OSU center related to staff engagement activities both virtually and in-person
- Lead planning for center events, meetings and visits (such as the Administrative Professional Enrichment Day, university visits, annual Holiday Parties & Center-Wide Meetings)
- Lead and Promote the INTO OSU charitable work relating to INTO Giving and the OSU Food Drive
- Assist with local arrangements for Familiarization (FAM) trips for regional office representatives and agents from all over the world or other major events
- Provide excellent public relations and customer service on behalf of the INTO OSU Center
- Maintain confidential records; research and collect data for program reviews or strategic discussion; assist with projects and processes
- Plan, assign and supervise work assigned to student workers or other support staff when necessary

- Provide administrative support for meetings as required.

Facilities, Administration and Human Resources (30%)

- Provide administrative support for projects, innovations and other INTO OSU activities
- Act as local administrative liaison for the INTO North America Human Resources team
- Provide support for the recruitment, hiring, on-boarding, off-boarding and training process for staff at INTO OSU
- Maintain master staff and faculty lists; distribution lists; org charts and length of service records
- Assist supervisors with coordination of staff moves
- Act as facilities or building administrator for the International Living Learning Center including areas such as locks and keys, computer accounts, name plates and maintenance issues
- Act as point of contact for OSU office IT support
- Manage phones; submitting request to telecom for employee desk phone coordination; and reconciliation of billing
- Liaise with OSU regarding building access for INTO OSU staff and faculty
- Lead the Incident Management Team for the INTO OSU center including overseeing the Emergency Operations Plan (EOP)
- Liaise with OSU where necessary for building projects such as furniture repair and replacement, renovations and refurbishment
- Act as a liaison for INTO OSU website updates communicating with responsible parties in the center
- Other duties as assigned

RELATIONSHIP WITH OTHERS: The Operations Specialist acts on behalf of the administrative supervisor when providing or receiving information, when scheduling and arranging appointments, meetings, and conferences, and when performing special projects or assignments. The Operations Specialist may deal with sensitive issues which require confidentiality, and the individuals involved must be handled with tact, diplomacy and a solid understanding of FERPA regulations.

SUPERVISION RECEIVED: The Operations Specialist will receive assignments from the Executive Director who has supervisory authority over this position. However, the individual in this position is expected to work independently to complete projects and assignments with little or no supervision.

SUPERVISION EXERCISED: The Operations Specialist will have final authority for the procedural activities within the scope of assigned work. Decisions regularly relate to highly sensitive and/or confidential matters and are concerned with the appropriate application of policy to non-routine matters.

Qualifications & Experience

Essential:

- Ability to plan, develop, and administer programs, projects
- Two years' experience in an administrative role or comparable experience
- Ability and confidence to take an idea and see it through from concept to completion

- Excellent interpersonal, oral and written communication skills
- Ability to quickly build effective relationships with key stakeholders
- Ability to communicate effectively and productively with multiple stakeholders
- An international outlook, ability to work in a diverse environment, and cross-cultural awareness and understanding
- Demonstrated ability working as a productive member or lead of a team and adapting to different working styles
- Demonstrable commitment to promoting and enhancing diversity
- Problem solving, decision-making, and creative thinking abilities
- Ability to maintain sound judgment and decision-making even when under pressure
- Ability to deploy and manage resources effectively with priority and time management and delegation where appropriate
- High energy level and ability to thrive in a fast-paced environment and cope with change
- Proven customer service skills
- Excellent organizational skills
- Computer and electronic communication literacy
- Proficient with Microsoft Office programs
- Applicant must pass a background check and can be legally employed in the US

Desirable:

- Bachelor's Degree
- Overseas experience and foreign language competence
- Experience working in an international environment
- Experience working in higher education
- Experience with human resources administration useful but not essential
- Proficiency in management tools including databases, and project management software such as Microsoft Planner
- Proficiency in Teams, Zoom and/or other communication tools
- Familiarity with design tools to create posters, org charts and flyers such as Affinity; Designer, Adobe Acrobat, PowerPoint and Adobe Spark
- Familiarity with admin tools such as DocuSign, Google Drive and Box
- Proficiency with design tools for website development such as Drupal

Reporting Line

This position reports directly to the Executive Director.

Compensation & Benefits

This is a full-time, exempt salaried position. The salary range is \$38,000-\$48,000, commensurate with experience. INTO takes care of their employees and ensures they are well and thrive with a comprehensive benefits package which includes:

- Health Benefits

- Medical
- Dental
- Vision
- Life insurance
- Short and Long-term Disability
- Flexible Spending Accounts
- Generous paid time off (PTO) – starting at 22 days/year
- 11+ paid holidays annually
- Paid Volunteer days
- 401(k) retirement plan – up to a 6% company match
- Educational assistance
- Wellness rewards and programs
- Two robust employee assistance programs
- LinkedIn Learning/ professional development
- Campus perks

Location

This position will be based at Oregon State University campus in Corvallis, Oregon.

How to Apply

Please click the following link to apply:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=784f8d56-cd0b-4d3e-a1ac-d483f8f0a37e&cclid=19000101_000001&jobId=431959&source=CC2&lang=en_US

INTO University Partnerships provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. INTO University Partnerships complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities.