



**W. M. KECK OBSERVATORY**  
On the summit of Mauna Kea, Island of Hawai'i

## OFFICE ADMINISTRATOR

The W. M. Keck Observatory operates the world's two largest optical/infrared telescopes located on the summit of Mauna Kea on the Big Island of Hawaii. Under the general supervision of the Human Resources and Administration Manager, the Office Administrator position is responsible for the administration of internal department guidelines and procedures and the overall supervision of administrative staff in support of WMKO's business plan and policies. Desired competencies include: proven administrative skills, demonstrated ability to plan, communicate and implement administrative programs for the organization. Ideal candidate must be able to establish priorities under tight deadlines and have a proven track record as a motivated, self-starter who can manage multiple projects and priorities within a fast paced environment. Incumbent is expected to have sound knowledge of corporate administrative procedures and personnel management. Prior relevant experience in an academic, research or non-profit environment is a plus.

Minimum qualifications: Five to seven years of progressively responsible experience as an Office Administrator or Office Manager. Proven experience in multi-tasking of work projects. Associates Degree in Office Administration or similar major. Three years supervisory experience in developing, coaching, mentoring and training staff.

This is a regular position with a competitive, comprehensive benefits package and private school (K-12) tuition support for dependent children. Salary is dependent upon qualifications and experience. The position is opened until filled. Employment is conditional on successful completion of drug tests. Mail or fax resumes, references, and salary history to: Office Administrator, WMKO, 65-1120 Mamalahoa Highway, Kamuela, HI 96743; Fax (808) 885-4464 or [employment@keck.hawaii.edu](mailto:employment@keck.hawaii.edu). Additional information about WMKO and this position may be found on our web site at [www.keckobservatory.org](http://www.keckobservatory.org). EEO/M/F/D/V

### OFFICE ADMINISTRATOR POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Office Administrator	<b>DEPARTMENT:</b>	Human Resources & Administration
<b>INCUMBENT:</b>	VACANT	<b>FLSA STATUS:</b>	Exempt
<b>REPORTS TO:</b>	Human Resources & Administration Manager	<b>MEMBER:</b>	
<b>SUPERVISES:</b>	Administrative Assistants, Temporaries and Student Interns		

#### **SUMMARY:**

Under the general supervision of the Human Resources and Administration Manager, the Office Administrator position is responsible for the administration of internal department guidelines and procedures and the overall supervision of administrative staff in support of WMKO's business plan and policies. Desired competencies include: proven administrative skills, demonstrated ability to plan, communicate and implement administrative programs for the organization. Ideal candidate must be able to establish priorities under tight deadlines and have a proven track record as a motivated, self-starter who can manage multiple projects and priorities within a fast paced environment. Incumbent is expected to have sound knowledge of corporate administrative procedures and personnel management. Prior relevant experience in an academic, research or non-profit environment is a plus.

#### **ESSENTIAL FUNCTIONS:**

1. **Managing People** - Includes mentoring and training staff and follow-up regarding work load coordination. Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external);

Fosters quality focus in others; Improves processes, products and services. Continually works to improve supervisory skills. Leads by example. Prepares annual performance evaluations of staff and addresses performance issues.

2. Policy & Procedure – Initiative, develop and maintain administrative policy and procedure manuals to assure adequate documentation for consistency across the department.
3. Work on special projects as defined by management to advance observatory goals and objectives. Work with HR Administrator on departmental projects as assigned by the HRAM.
4. Oversee inventory and procurement of office purchases including: furniture, equipment, maintenance agreements, office supplies, and copier/printer supplies. Compiles annual inventory list of WMKO furniture. Works with the Facilities Group and others in coordinating office space changes and preparing for new employee hires. Maintains office space inventory and works closely with Finance to ensure that all procurements are in compliance.
5. Monitor performance of phone and voice mail systems. This will require understanding and knowledge of the system including operations, maintenance procedures and special functions. Provide training to staff on the use and functions of the phone system for the purpose of maintaining a well-performing and well-utilized communication system.
6. Responsible for approval of Event Authorizations and other on-site WMKO events. Ensure policies and guidelines are distributed to requesters. Supervises administrative staff in the coordination of company meetings and Observatory wide functions and approves requests for the use of Observatory conference rooms by external parties which are non-Advancement related.
7. In coordination with the SHEA position, receive and process incident report claims. Develop with SHEA, internal office procedures and protocols and ensures that administrative staff are trained. Assist SHEA on safety projects as needed.
8. As needed, assists Human Resources in the following areas: Recruitment coordination, New Hire Orientations, Employee Anniversary and Service Awards and Student Visa applications with UC Berkeley.
9. Maintain or oversee the updating of the Administration web pages including policies and procedures.
10. Responsible for establishing a document management program for the creation of administrative files to “pdf” to reduce paper flow. Research, implement useful functions of, and conduct training in administrative software programs to assure maximum program use. Work with Librarian/Archivist on maintenance of WMKO administrative records.
11. Work effectively with coworkers and others by sharing ideas in a constructive, positive manner; listening to and objectively considering ideas and suggestions from others; keeping commitments; keeping others informed of work progress and issues; addressing problems and issues constructively to find mutually acceptable and practical solutions; and respecting the diversity of the WMKO workforce in actions, words, and deeds.
12. Maintain commitment to a high standard of safety, comply with all safety laws and WMKO safety policies/rules, and report actual and potential safety violations to appropriate supervisory or management personnel to further WMKO's core value of safety. As a Supervisor, trains, mentors and coaches employees regarding safe work practices and documentation.

**OTHER DUTIES:**

1. May serve as Administrative representative on committees.
2. Perform other duties consistent with the scope of the position.

<p><b>Minimum Qualifications:</b> Education and Experience</p>
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1. Five to seven years of progressively responsible experience as an Office Administrator or Office Manager. Proven experience in multi-tasking of work projects.
2. Associates Degree in Office Administration or similar major.
3. Three years supervisory experience in developing, coaching, mentoring and training staff.

**Skills**

1. Ability to establish and maintain effective communication with others is essential.
2. Very strong Microsoft Office Suite proficiency.
3. Ability to maintain complex automated and manual record keeping systems.
4. Strong sense of team spirit and ability to transfer it to others.
5. Ability to provide excellent customer service and satisfaction.
6. Detail-minded with excellent follow-up and follow through.
7. Ability to work independently.
8. Strong project and time management skills; ability to set priorities and meet deadlines with flexibility.
9. Ability to evaluate information and exercise good judgment in making decisions.
10. Ability to maintain high level of confidentiality.
11. Problem solving—the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully.
12. Interpersonal Skills—the individual maintains confidentiality, remains open to others' ideas and exhibits willingness to try new things.
13. Oral communication—the individual speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and conducts meetings.
14. Written Communication—the individual edits work for spelling and grammar, presents numerical data effectively and is able to read and interpret written information.
15. Planning/organizing—the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
16. Quality control—the individual demonstrates accuracy and thoroughness and monitors own work to ensure quality.
17. Adaptability—the individual adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
18. Dependability—the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
19. Safety and security—the individual actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.

**Desirable Skills**

1. Knowledge of immigration and visa process.

**Other Requirements**

1. Willingness to commit to WMKO core and cultural values: Safety, Integrity, Respect, Discovery, Service, Education, Learning, Communication, Teamwork, Rewarding Work Environment, Excellence and Community Involvement.
2. Valid driver's license with clean abstract.
3. Experience writing administrative policies and procedures manuals.
4. Ability to uphold to strict ethical standards: integrity, objectivity, and confidentiality.
5. Willingness to devote the time as needed to meet seasonal project and task deadlines.
6. Willingness to maintain or increase skills and attend professional development seminars.

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Incumbent

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date