**Job Description**  
**Academic Affairs and Student Affairs Coordinator**

Penn Law is one of the nation’s oldest and most distinguished law schools. We offer a distinctive cross-disciplinary legal education, drawing on the depth and breadth of the University of Pennsylvania. The resulting intellectual opportunities and professional relationships bridge traditional boundaries and disciplines, making Penn Law an extraordinary supportive academic community for its scholars and students alike.

The Academic Affairs and Student Affairs Offices are charged with defining and developing Penn Law’s distinct culture of collaboration and collegiality, while supporting all aspects of students’ rich intellectual life. These critical student- and faculty-facing offices provide front-line service to students as well as to faculty, alumni, staff colleagues, and the public.

The Academic Affairs and Student Affairs Coordinator represents Penn Law to faculty, student, and staff colleagues as well as to external audiences, often defining the experience those constituents have in their interactions with these essential Penn Law departments. The Administrative Coordinator manages and triages all requests for service and ensures that those seeking support from Academic and Student Affairs are well-served.

The Coordinator holds a regular full-time position and reports to Associate Dean for Academic and Student Affairs, with a supporting report to the Dean of Students. This position has responsibilities in the following areas:

**Communication**
- Serve as the front-line Academic Affairs and Student Affairs contact.
- Represent the services of the Offices professionally and with excellent knowledge of processes and supports; communicate, via telephone, email, and in person, with current and prospective students, alumni, faculty, staff, and all members of the Penn community, and with public representatives of relevant agencies and organizations.
- Provide information to constituents; advise them on the access to resources, systems, and processes.

**Student Affairs**
- Manage and triage the Student Affairs student request system (currently on-line via Fresh Desk); solve issues as possible, forward requests to relevant parties, and schedule necessary meetings/appointments.
- Schedule student appointments for Dean of Students and Director of Student and Community Engagement; triaging demands on the Dean’s and Director’s time, evaluate requests, direct them to appropriate persons; after assessing student needs, schedule meetings and appointments on a strategic basis.
- Represent administrative issues for the Offices in school-wide programming around Orientations for new students and at Graduation. Participate in planning sessions and implementation of programming around Orientation of first-year, transfer, LL.M., and M.L students and around Graduation.
- Assist the Program Coordinator for Student Events and provide support on day-of events.

**Academic Affairs**
- Play a critical role during exam administration season. Consult with ITS and keep up to date on all system enhancements and upgrades with exam software. Assist in troubleshooting exam software and other issues during exam season. Participate in exam proctoring and other critical administrative functions in exam season. Collate and process all completed exam question sets.
- Prepare a variety of reports on a host of student and data-driven matters upon request. Assist with the collection and processing of various state bar certifications and forms.
- Maintain digital student academic records. Scan and process all relevant and confidential correspondence, forms, petitions, bar certifications, etc.
- Schedule student appointments with Academic Affairs staff; evaluate requests and direct them to the appropriate persons.
- Triage student requests generally; solve issues as possible, direct students to appropriate on-line and paper forms and procedures; forward requests to relevant parties, and schedule necessary meetings/appointments.

**Administration and Communication:**
- Serve as first point of contact on StudentNotice, a reporting system to alert administrators to student issues that need addressing. Triage and ensure appropriate and immediate follow up on all reports.
- Work with colleagues to ensure constantly updated content for Academic Affairs and Student Affairs Community Boards; support Offices with updates to websites on request.
- Draft and produce a variety of confidential communications for both departments; develop systems to maintain and report on these communications.
- Maintain statistics and prepare reports on visitor and on-line traffic.
- Serve as administrative coordinator support and prepare materials for major events such as Orientation, Graduation, and other occasions.
- Manage all mail. Distribute mail from mail room and ensure timely mailing of materials to students, alumni, and external audiences.
- Participate in special projects and other duties as assigned.

**Model Professionalism to Students, Faculty, and Staff Colleagues**
- With an understanding of the Academic Affairs and Student Affairs Offices’ goals and missions, respond enthusiastically and with a service ethos to questions. Interpret and explain procedures on the use of on-line resources.
- Participate in completing special projects as needed.
**Candidate Qualifications:**

A bachelors degree is required (or equivalent work experience). The successful candidate will have a minimum of three years of increasing responsibility in administration, preferably in higher education. Demonstrated history of working successfully in a busy service office with diverse constituencies, prospective applicants, faculty, alumni, current students, prospective students, and colleagues; established track records as collaborators in the workplace. Must be able to show ability to work independently, exercise initiative, and balance multiple tasks simultaneously, as well as good judgment and discretion. Commitment to the Penn Law ideal of collaboration is required.

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