

<b>Job title</b>	<b>FACULTY SUPPORT COORDINATOR</b>
<b>Reports to</b>	<i>Director of Academics</i>
<b>Start Date</b>	<i>ASAP</i>
<b>Location</b>	<i>Kigali, Rwanda</i>

### Job Purpose

Carnegie Mellon University is seeking a highly efficient and experienced administrative professional, who will enthusiastically support our internationally diverse academic staff and faculty. This role will serve as a frontline resource for Faculty and is an excellent opportunity for someone who thrives in a fast-paced and dynamic work environment.

Inclusion, teamwork and sensitivity to other cultures and perspectives are key competencies at Carnegie Mellon University, therefore, we are looking for you to have strong interpersonal skills and ability to astutely interact with a diverse population of faculty, staff, researchers, students, and other internal and external partners with a high level of integrity, cultural awareness, and professionalism.

### About Carnegie Mellon University

Established out of a partnership between Carnegie Mellon University (CMU) and the Government of Rwanda, CMU-Africa is addressing the critical shortage of high-quality engineering talent required to accelerate the economic development and digital transformation of Africa—home to the fastest growing workforce in the world. CMU-Africa was established in 2011 and is the only U.S. research university offering its master's degrees with full-time faculty, staff and operations in Africa. CMU's presence in Rwanda provides a platform to engage in Africa's most significant opportunities and challenges across the continent through world-class education and contextually relevant research.

Our vision is to educate and empower the next generation of African leaders and innovators by delivering a world-class educational experience. CMU-Africa's mission is to produce creative and technically strong engineers, who have been trained in the African context, and prepared to make transformative impact in their communities and the world.

We are a fast-growing campus with about 230 enrolled students, aiming to grow to 400 in the next couple of years. Our size and exponential growth create a sense of camaraderie and excitement, with strong community ties and a compound sense of accomplishment in our team members, contributing towards mutually beneficial relationships between staff and students.

## **The role**

As CMU-Africa's Faculty Support Coordinator, you will regularly handle sensitive information and be required to maintain strict confidentiality and discretion. While specific responsibilities will vary, they will include, but will not be limited to, the following:

## **Responsibilities**

- Provide administrative support for courses, research, and faculty-initiated co-curricular activities. Manage schedules, information flow, deadlines, tracking, and reminders.
- Serve as principal administrative contact and liaison with all internal and external constituents for the faculty cluster. Provide in-depth information to faculty, staff, students, outside associates, and the general public concerning particular programs and projects. Receive and assist visitors.
- Draft emails, correspondence, promotional materials, articles, reports, letters of reference, minutes, newsletters, social media content, and other complex documents concerning program/project area for signature and/or approval
- Organize and provide logistical and administrative support for in-person and virtual meetings and appointments, including scheduling, calendars, sending reminders, agendas, reserving and preparing space, and (when necessary) organizing catering.
- Arrange domestic and international travel, itineraries, visas, conference registrations, logistics, etc. for faculty, visiting faculty, academic staff, and speakers.
- Prepare and submit expense reports for academic staff and faculty
- Reconcile Faculty Discretionary Account spend against budgets
- Partner with HR to provide administrative support for new faculty search and support new and visiting faculty onboarding and orientation.
- Produce and assemble regular reports and summaries. Respond directly to inquiries and requests regarding these reports.
- Maintain an electronic archive of materials related to faculty support.
- Partner with HR to maintain the faculty directory, distribution lists, and communication groups
- Train and supervise work-study students
- Contribute to cross-functional work teams, projects, and initiatives. Assist with delivery of CMU-Africa events.
- Maintain stock and supplies
- Other related duties as assigned

## **Qualifications**

### **EDUCATION AND EXPERIENCE**

- A Bachelor's Degree in relevant field
- 1 – 3 years of experience in administration support roles essential
- Experience supporting Academic / University Administration functions a distinct advantage
- Fluency in spoken and written English and French a plus

#### **SKILLS AND COMPETENCIES**

- Demonstrated ability and flexibility, in a high pressure, fast paced and complex environment, to manage multiple, time sensitive assignments with the capacity to independently prioritize work with strong attention to detail.
- Proven ability to accomplish projects and assignments with strict deadlines.
- Demonstrated skills with organizing files, correspondence and documents and ability to recommend and implement systems to enhance related procedure and policy
- Superior interpersonal skills and ability to interact with University leaders, faculty, staff, students, alumni, and other stakeholders with a highly professional demeanor and strong customer service skills.
- Exceptional written, oral and electronic communication skills.
- Ability to exercise sound judgment, excellent discretion and maintain confidentiality.
- Demonstrated computer skills and experience with Microsoft Office suite.
- Proven ability with other systems and technology to improve administrative efficiency.
- Ability to learn new computer skills and systems

#### **To Apply**

<https://talentacquisition.rightseat.rw/jobs/Careers/546659000007311077/FACULTY-SUPPORT-COORDINATOR?source=CareerSite>