
CHESS User Office Manager

March 29, 2022

Cornell University embraces diversity and seeks candidates who will contribute to a climate that supports students, faculty and staff of all identities and backgrounds. If you don't meet 100% of the job qualifications, but see yourself contributing, please submit an application. We strongly encourage individuals from underrepresented and/or marginalized identities to apply. We're a recognized employer and educator valuing AA/EEO, Protected Veterans, and Individuals with Disabilities.

The Cornell High Energy Synchrotron Source (CHESS) is one of the most advanced scientific facilities in the world, and its pioneering capabilities are helping to keep the United States at the leading edge of scientific research. We are seeking a CHESS User Office Manager who will partner with CHESS Leadership, CHESS Operations, and our IT team to lead a world-class User Office and support delivery of an exceptional User experience. Approximately 1,500 researchers and students (who we refer to as "Users") are involved with CHESS each year. The CHESS User Office is the main point of contact for Users and manages a suite of workflow tools, including the User Database – a custom web application that tracks nearly 10,000 Users and 1,500 proposals, and is used to coordinate all aspects of reviewing, approving, scheduling, training, and reporting on the world-class scientific experiments conducted at CHESS. Additionally, the User Office is a main point of contact for our CHESS staff scientists, CHESS Safety Committee, and operations staff with regard to the User experience. The CHESS User Office is comprised of 2-3 staff, along with student employee support, who cover traditional business hours (Monday-Friday in person) with occasional off-hours in the evenings and weekend.

About Our Lab:

Located on the central campus of Cornell University, CHESS is internationally recognized for providing high intensity X-ray beams and advanced instrumentation to scientists and students around the world. The lab is comprised of seven state-of-the-art beamlines, each of which routinely hosts world-leading research in physics, chemistry, biology, environmental sciences, materials science, cultural heritage, and engineering. CHESS is committed to engaging with industry, academia, and government through its funding from the National Science Foundation, Air Force Research Lab, National Institutes of Health, and New York State.

Key Job Responsibilities:

The CHESS User Office Manager oversees the business functions of the CHESS User Office. We are looking for a talented individual that excels at building and maintaining effective relationships with multiple stakeholders and supports the research mission of CHESS through efficiently managing the User Office, focusing on delivering a world-class User experience.

Specifically, the CHESS User Office Manager will be responsible for all business and administrative needs of the User Office, utilizing various teams and tools to ensure that researchers, students, and visitors who access our lab receive a world-class experience. We are seeking a talented individual that enjoys interacting with others and excels at initiating and maintaining effective relationships via email, video conferencing, phone, and in-person. A critical eye for streamlining processes and recommending improvements for more efficient function. This person must be able to navigate various administrative tools i.e., Microsoft Suite, our in-house database, reporting tools, scheduling software, etc.

What We Need:

- Associate's degree
- 2 to 4 years of relevant experience or equivalent combination
- Experience with database management
- Proven organizational and time-management skills
- Effective written and verbal communication skills
- Strong interpersonal skills with proven ability to work with diverse audiences in group and one-on-one settings
- Strong commitment to quality service, collaborative decision-making, teamwork, and communication is essential
- Experience that demonstrates sound judgment, creativity, management, and problem-solving skills
- Ability to navigate various forms of administrative technology

What We Would Prefer:

- Cornell or other higher education institution experience
- Excellent customer service track record
- Experience within a research laboratory with a user program

Please apply online at:

<https://cornell.wd1.myworkdayjobs.com/CornellCareerPage> (posting #WDR-00030685).

This position will be working on-campus. Visa sponsorship is not provided for this position.

As part of the university's [comprehensive vaccination program](#), all Cornell employees are required to have and provide proof of an FDA-or WHO-authorized or approved COVID-19 vaccine and booster or have obtained a university-approved disability/medical or religious exemption, regardless of their role and work location. New hires are required to provide documentation showing full vaccination status (that is, completion of two shots of the Moderna or Pfizer vaccine or one shot of the Janssen/Johnson & Johnson) before their first day of work. If a new hire's vaccination is not complete or information is not received by their start date, the first day of work will be delayed. It is possible in some cases that an offer of employment may be withdrawn. New hires are also required to have and provide proof of their vaccine booster within 30 days of the start of their employment or within 30 days of eligibility for the vaccine booster. For additional information on Cornell's Vaccination/Booster Compliance Program [click here](#).

Cornell provides great benefits that include comprehensive health care options, generous retirement contributions, educational benefits (Employee Degree, Tuition Aid, Cornell Children's Tuition Assistance Programs), access to wellness programs, and employee discounts with local and national retail brands. Our leave provisions include three weeks of vacation and 13 holidays, including winter break from December 25th through January 1st.

Cornell has been nationally recognized as an award-winning workplace for our health, wellbeing, sustainability, and diversity initiatives. For more information, follow the link: [Benefits at Cornell](#).