Position Summary: This position requires considerable knowledge of the SSS program to perform a combination of complex program-related and administrative program support to the Director and Professional Staff in the Student Support Services (SSS) Department. This position is primarily responsible for support in program compliance; performs quality assurance reviews; identifies deficiencies and provides feedback necessary to effectively recommend changes in the policies and procedures of the SSS department; initiates and supervises a wide range of work situations requiring a significant degree of independent thinking; and has responsibility to make complex independent judgments and decisions within the scope of delegated authority in the office management functions. Work is performed under general supervision. This position must be able to schedule workflow to meet deadlines, assure accurate federal data input, supervise student employees, and monitor the Federal Grant and departmental budgets. This position reports to the Director of SSS.

40%  
A. Administrative Program Management: Process and Secure Federal Grant, State and University Records and Reports.

Position is primarily responsible for accurate compilation of student data into the SSS PeopleSoft database meeting Federal TRIO Grant standards. Compile and analyze data for submission of the Annual Performance Report and required Federal Grant reports; assist in preparing and timely submission of the SSS Federal Grant Application Renewal and Continuation Request to Washington; prepare the disability report required by the University or Madison; maintain and assure accurate records are securely stored on all reports and all students served by the SSS department.

1. Establish students who meet eligibility to participate in SSS. Verify student enrollment and monitor student progress in compliance for Federal Grant.
2. Rotate student files accordingly with grant cycle.
3. Perform quality assurance reviews through PeopleSoft queries to verify data and make necessary corrections for collection for the annual performance report.
4. Coordinate selection of federal SSS grant participants by creating and producing a report for identification based on criteria.
5. Coordinate selection of Federal Grant Scholarship. Create and produce the report of participants, participate in election, and coordinate with Financial Aid personnel the student eligibility and appropriate disbursal of funds.
6. Create and distribute a reinstatement support list of SSS participants to Financial Aid and Registrar Office for Academic Reinstatement meetings each semester.
7. Within federal parameters responsible for recordkeeping and to produce and file semester reports for participant files.
8. Annually distribute the low income table in PeopleSoft assuring student eligibility requirement.
9. Primarily responsible for defining the policy and procedural business processes for SSS database. Collaborate with Programmers in Networking & Programming Services to define data needed to be displayed in query reports to accurately capture data to meet requirements and timely submission of the Annual Performance Report. This process is under the management of this position and is not scrutinized by the director. The director is ultimately responsible for all program activities but not the process or the decisions employed to arrive at that outcome. Continued management, improvement and additional development of database for all reports and records; stay current with University database developments. Be conversant with PeopleSoft manual for database.
10. Type and proofread SSS Grant and departmental related documents as requested by Director and academic staff. Backup individual authorized representative to
submit SSS Grant in timely manner according to grant cycle. Copy documents, maintain neat and organized files, and maintain backups of all computer files.

11. Primarily responsible for the compliance of recordkeeping for audits and site visits.

12. Process Application Services Requests as necessary to keep workflow consistent meeting changes in federal requests.

25%

B. Administrative and Organizational Support to the Director

Position is primarily responsible for accurate daily/weekly budget records insuring compliance for business practices and policies/procedures of the department for office supplies and inventory equipment needs, tutoring labs, staff needs, student employment accounts and student needs; monitor Grant and ten SSS related department accounts; discuss all budgetary discrepancies and concerns with the Director and meet with the Controller and business office personnel to assist in putting together annual budget projections; submit monthly expenditures to the Director and annual expenditures to federal grant authorities.

1. Verify, audit and reconcile cost center accounts in WISDM. Secure, record and process all supplies and equipment expenditures, purchase requisitions, pro-card transactions, transfer of revenue/expense and interdepartmental chargeback transactions. Reconcile accounting reports to insure timely payment of invoices and track account balances. Prepare documents for Business Office audits.

2. Review program budget for errors in calculation and state and federal compliance issues.

3. Process Payment to Individual Reports for ACT and Regional Testing proctors and Travel Expense Reports for staff and disburse reimbursements when received.

4. Create expenditure reports for Director. Project ongoing annual expenditures and periodically project other expenditures as requested.

5. Close out Federal Grant account, notifying the accountant in the Business office by August 31st of each year. Account must be reconciled.

6. Create student employment budget allocation, work study and BeeCroft expenditures in an Excel database according to payroll dates. Resolve discrepancies. Verify, correct and authorize bi-weekly student timesheets in HRS for payment.

7. Initiate disposition of surplus property.

8. Initiate and complete interdepartmental chargeback to departments utilizing the SSS copy machine at the end of each semester.

9. Initiate invoice chargeback for UW Barron County/UW Superior ACCESS program as required.

20%

D. Disability Support Services

Provide administrative assistance and support for the coordination of day-to-day office operation and management activities for DSS.

1. Respond to inquiries from students about DSS from the disability email service.

2. Assemble files on applicants; keep pending and active files secure. Maintain inactive records for seven years.

3. Maintain a yearly list of students with disabilities served by the DSS program assuring FERPA compliance.

4. Document in the SSS database students who are served through the SSS program.

5. Responsible for compilation and completion of DSS yearly report to Madison.

6. Coordinate test proctoring documentation for eligible students who supply the Faculty Accommodations Form from the Disability Support Services officer.
Process the Recommended Test Accommodations (RTA) Form and schedule testing and/or exams for the student on the Testing Coordinator’s calendar.

7. Manage DSS internet site, determine web site content and appropriate links within University website guidelines.
8. Secure alternative textbooks for students with approved accommodation.
9. Maintain record of alternative textbook CD’s or other DSS software, etc. checked out; ensure return of all DSS property each semester; process hold on student account if required.

10% C. Administrative and Academic Support for SSS Department

Provide administrative assistance and support for the coordination of day-to-day office operation and management activities for SSS.

1. Responsible for curricula of all departmental courses entered into PeopleSoft; secure meeting rooms and make changes as requested. Monitor student course registration to determine need for additional department sections. Create course rosters for instructors for accurate data collection of federal reporting requirements.
2. Responsible for all University catalogue copy; must review and resolve discrepancies of SSS Department class schedules and submit changes in a timely manner to meet deadlines.
3. Assist with test proctoring for CLEP, Dantes, Praxis I & II, residual Placement, and Regional testing as necessary.
4. Make conference/meeting travel arrangements for SSS staff. Advise staff on procedures regarding scheduling travel, purchasing, personnel policies, registration, reimbursement, and other Department, University and System policies.
5. Manage SSS internet site, work with SSS Communication Specialist to determine web site content, appropriate links; within University website guidelines.
6. Review daily communications and responsibilities to identify tasks and deadlines. Be aware of academic department schedules and office hours.
7. Conduct physical inventory of all department property. Coordinate repairs and/or replacement.
8. Maintain and update the Policy & Procedure Manual for SSS program. Assure that manual has accurate and timely updates of all department, policies, procedures and operation activities for project management of grant.
9. Create SSS forms as requirements necessitate. Maintain a file of SSS forms, form numbers and forms review report.
10. Participate in SSS weekly staff meetings, one-on-one staff meetings, database-planning meetings, TRIO & WAEOPP conferences, workshops, campus Travel Coordinator, Student Employment Supervisor and purchasing meetings/trainings as appropriate.
11. Process work order requests through TMA.
12. Supervise student employees and monitor SSS labs, use of computers, other equipment and supplies in the absence or unavailability of Program Managers.
13. Contact the Academic Technology Coordinator when supplies are required for the Academic Support Center lab. Contact Computing and Media Services to keep all computers updated with new software.
14. Be conversant with all facets of Student Support Services to be able to explain services to new students, University Personnel, and visitors. Provide tour of Student Support Services when needed. Screen students to determine needs and assign tutors or refer to appropriate staff or university offices. Assist in advising students of university and staff offices, tutoring services available to them, and provide any other pertinent information as necessary.
15. In the absence of USA II, schedule appointments for director, sort mail, answer telephones, distribute messages, schedule placement tests; collect payments for retake exams, CLEP fees, faxing fee, make deposits and write receipts.
5%

E. **Organize Personnel Actions**

Initiate and ensure completion of all procedures associated with recruitment and hiring of staff and student employees.

1. Complete and submit all forms/correspondence required for the hiring process.
2. Draft vacancy announcement, newspaper advertisements, process quotes for advertising in local newspapers and/or web. Advertise in Promethean and University Bulletin for SSS when requested by staff or Director when necessary.
3. Assist in the creation of position descriptions for student employment positions for SSS. Assure posting of positions for hire each semester.
4. Participate in the interviews, recommend for hire, and train other office personnel. Annually assist in the hiring of approx 36 students each semester assuring students meet requirements for hire and conduct semester instructional training for tutors for the ASC and Math labs. Initiate and complete student contracts for hire.
5. Maintain files pertaining to confidential requirements as well as student employee and SSS participant files assuring FERPA compliance.
6. During the academic year coordinate travel arrangements and lodging accommodations for candidates invited to campus for interviews, prepare expense reports and distribute travel checks.
7. Assemble files on applicants for advertised positions and unsolicited applications.
8. Turn over paperwork from search to Human Resource Office when search has been completed.

**KNOWLEDGE REQUIREMENTS:**

A. Ability to research and analyze information for accurate Federal Grant funding report requirements. PeopleSoft knowledge and training is required; experience with TRIO program function and process preferred.

B. Knowledge of budgeting principles, techniques; federal requirements and funding arrangements.

C.D. Precise knowledge of computer technology using Web Master and Explorer to develop, maintain and update the SSS and DSS web sites.

C.E. Policies and procedures for student work programs, ability to supervise.

All Modern Office Procedures, Computers and software: Proficient in the use of MS Word, PeopleSoft, WISDM, HRS, Excel, Outlook mail or other program used by University. Ability to trouble shoot computer and printer problems and assist students with software related computer problems. Keep updated with computer mail usage and learn new computer applications as needed.

All Ability to comprehend, interpret and implement State, University, Federal TRIO rules and regulations.

All Prioritize work and meet deadlines. Ability to handle detailed work and maintain concentration during periods of interruption.

All Initiates and supervises a wide range of work situations requiring a significant degree of independent thinking; and has responsibility to make complex independent judgments and decisions within the scope of delegated authority in the office management functions.

All Follow FERPA guidelines.
All Maintain a positive work atmosphere by behaving and communicating in a cooperative manner with customers, students, co-workers and supervisors.