UW-Superior
POSITION DESCRIPTION
UNIVERSITY SERVICES ASSOCIATE 2 (100%)

Position Summary: The Academic Advising & Career Services Associate will provide administrative support to The Academic Advising Office and Career Services and will provide supervision of student workers, database management, budget management, processing student information, and general customer service. This position will work under limited, progressing to general supervision and will require analytical and/or independent reasoning. This position is a full-time (100%), twelve month position which will require occasional early morning, evening and weekend hours.

Work Duties:
Academic Advising Office 60%
- Provide customer service in the form of greeting visitors, answering phones, replying to e-mails, and other requests
- Supervise student workers including training on front desk operations, coordinating schedules to ensure coverage, solving problems, and other supervisory duties
- Process PeopleSoft forms including, but not limited to, change of major, change of minor, change of advisor, etc. assign advisors, assign holds, and other PeopleSoft processes
- Collaborate with office staff to organize and promote programs and events including but not limited to reserving rooms and for workshops, trainings and seminars
- Represent Academic Advising and act as contact for faculty and campus departments
- Process purchase orders and assist director in managing department budgets
- Initiate work orders, technology help requests, and other related tasks
- Manage appointments and staff meetings for office staff using Outlook Calendar System
- Responsible for analyzing, designing, and running reports and audits on a weekly basis
- Authorize and monitor student and office functions by using WISDM, UWPC, and PeopleSoft
- Other duties as assigned by the Director of Academic Advising & Career Services

Career Services Office 40%
- Provide customer service in the form of greeting visitors, answering phones, replying to e-mails, and other requests.
- Supervise student workers including training on front desk operations, coordinating schedules to ensure coverage, solving problems, and other supervisory duties.
- Collaborate with office staff to organize and promote programs and events including, but not limited to, Jacket Fest and Head of the Lakes Job & Internship Fair
- Represent Career Services and act as contact for faculty and campus departments
- Process purchase orders and assist director in managing department budgets
• Receive cash and checks at counter and through mail and deposit into appropriate accounts in accordance with university cash handling policies
• Initiate work orders, technology help requests, and other related tasks
• Reserve rooms and equipment for workshops, trainings, events, and classes
• Manage appointments and staff meetings for office staff using Outlook Calendar System
• Manage, supervise, and update Jacket Jobs System databases for use in providing data to university community, including scheduling, mailings, reports, statistics, contact information, and special events
• Train and assist faculty and staff in use of Jacket Jobs system, email, internet, and other software or hardware
• Responsible for analyzing, designing, and running reports and audits on a weekly basis
• Other duties as assigned by the Director of Academic Advising & Career Services

Knowledge, Skills and Abilities
Highly qualified candidates will demonstrate knowledge, skills and abilities in many of the following:
• Knowledge of office administration and management procedures
• Ability to willingly anticipate, identify, and adopt change
• Ability to supervise and motivate staff
• Ability to engage in all job-related interactions and activities with contacts from within and outside the University in a courteous and professional manner
• Ability to take initiative in managing multiple tasks
• Organization and prioritization skills
• Excellent written and verbal communication skills
• Skills in the use of office-related computer applications, including word processing, database, spreadsheet, presentation software and other management tools
• Ability to commit to the highest ethical standards and work with confidential and sensitive information and records
• Ability to communicate effectively both orally and via email with diverse populations
• Ability to participate in evening, weekend and travel commitments as necessary

Required qualifications:
• Professional work experience in an office setting
• Experience working with a diverse constituency
• Customer service experience

Preferred qualifications:
• Bachelor’s degree
• Experience working in Higher Education
- Supervisory experience
- Experience with web development, data collection and analysis, and/or social media marketing
- Familiarity with PeopleSoft and Microsoft Office