UNIVERSITY OF WISCONSIN SUPERIOR
POSITION DESCRIPTION
Administrative Program Specialist

Hayes Hills Title: Administrative Program Specialist, Associate
Working Title: Assistant to the Chancellor
Reports to: Chancellor
Appointment: Limited appointment, 100%

Position Summary:
The Administrative Program Specialist provides oversight of the daily administrative activities of the Chancellor’s Office in order to ensure effective and efficient operations. Daily administrative duties include management information flow, scheduling, writing/editing communications and assisting with planning as well as coordinating the clerical affairs of the office. The position requires the exercise of confidentiality, responsibility and independence in completing responsibilities.

Duties and Responsibilities:

A. Administrative Liaison
• Communicate and handle incoming and outgoing verbal and electronic communications on behalf of the Chancellor. Acts as liaison between the Chancellor and subordinates by transmitting directives, instructions and assignments. Brief the Chancellor on actions taken on their behalf.
• Prepare letters and memos for the Chancellor. Draft letters for the Chancellor’s signature. In response to general requests, prepare documents and send, using independent judgment.
• Assist the Chancellor in planning written and personal contacts with the University community.
• Provide executive support and coordination for projects in the pipeline.
• Liaison between Chancellor and all publics: Regents, System President and other administrators, state and local governmental officials, area legislators, UW-S senior administrators, faculty, academic staff, classified staff, students, Board of Visitors, Alumni Association Board, Foundation Board, alumni, community.
• Assist Chancellor beyond regular work day, including evenings and weekends when necessary.
• Provide and coordinate information requested from City Officials, community, UW System, State offices and National offices.
• Administer guidance and/or solutions by meeting with and listening to individuals with concerns or complaints and effectively handle, or appropriately referral, to maintain a compatible relationship with university staff, governmental agency administrators, students, parents and the general public.
• Use utmost confidentiality, tact, courteousness, detailed knowledge of issues, correct and accurate interpretation of the public’s communication, ability to provide temporary or complete satisfaction to the public by evaluating the situation, and independently determining the best course of action when working with all publics.
B. Planning and Research
- Research and analyze information for projects and provide background for the Chancellor as necessary.
- Interpret state and university policies through analysis of written documents and/or consultation with appropriate university personnel.

C. Office Management
- Administer budget activities for the office and supported offices. Supervise financial operations and purchases and ensure compliance with UWS fiscal policy. Responsible for purchasing card and coordination of staff training to ensure compliance with new practices, policies or procedures as implemented.
- Hire, train, supervise/evaluate student assistant

D. Administrative Responsibilities
- Prepare agenda and materials for Cabinet and other miscellaneous meeting.
- Attend and take notes for the Chancellor at Cabinet meetings
- Maintain Chancellor’s guest parking permits in coordination with Campus Parking
- Receive and screen visitors. Assist or direct to other offices as appropriate.
- Answer and screen telephone calls. Provide back-up telephone answering and receptionist duties for the Provost’s office upon request.
- Coordinate the Chancellor’s schedule, including adding and editing events, confirming attendees, scheduling rooms, setting up conference calls and managing multi-media needs requiring interaction with both internal and external executives and assistants.
- Plan and implement campus events and activities such as community receptions, accreditation visits on-campus, Legislators visits, Board of Regents meetings.
- Make all travel arrangements for the Chancellor and their guests. Evaluate travel plans and suggest related meetings with various publics. Assist visitors with special concerns.
- In Chancellor’s absence, determine the Officer of the Day on campus.
- Assist Associate of the Chancellor (Chancellor’s spouse)

E. Other duties as assigned

Knowledge, Skills and Abilities:
- Knowledge of understanding of the University’s needs, responsibilities, problems, and goals along with knowledge of the Chancellor’s confidential strategies and decisions.
- Knowledge of financial operations, budgeting and purchase procedures.
- Excellent oral and written communication skills; excellent interpersonal communication skills.
- Skilled in operation of modern office machines, communication tools, equipment, computers and relevant software.
- Skill to identify, research and evaluate specific issues.
- Ability to maintain a high degree of confidentiality.
- Ability to think quickly and respond appropriately to questions and demands presented in the Chancellor’s absence.
- Ability to work with confidential and sensitive information and records.
- Ability to evaluate the information or problem and determine need and/or method to involve the Chancellor.
- Ability to demonstrate good judgment and analysis in decision-making and problem solving.
• Ability to exhibit creativity and self-direction with the capacity for independent work and multi-tasking.
• Ability to demonstrate good organizational skills.
• Ability to establish and maintain positive interpersonal relationships with university staff, government officials, students, parents and other representatives.
• Ability to work independently and as part of a team.
• Ability to commit to the highest ethical standards.
• Ability to supervise and train student employees, including organizing, prioritizing, and scheduling work assignments.
• Ability to participate in evening and weekend events as necessary.

Required Qualifications Include:
• Bachelor’s degree from an accredited institution in a related field.

Desirable Qualifications Include:
• Master’s degree from an accredited institution in a related field.
• Two years of working in a higher education academic office setting