University of Wisconsin – Superior
Position Description
University Services Associate 2 (100%)

Position Summary: This full time position reports to both the Upward Bound Program (TRiO) and Registrar’s Offices, Performing work in the Registrar’s Office in the morning and the Upward Bound office in the afternoon. This position is responsible for completing effective written correspondence, telephone and personal contact.

The Upward Bound shared position provides administrative assistance and coordination of program activities to the Upward Bound program Director and Coordinator. Responsibilities include office management, assistance in the management of multiple budgets, record keeping, and federal grant reporting along with tracking students. This position is responsible for completing written correspondence, telephone and personal contact. The Registrar’s Office, shared position serves as the transcript clerk and is responsible for distribution of official transcripts. In addition, this position serves as the front line person at the main Registrar’s Office counter, assisting with questions and referring/transferring as necessary. This position requires extensive interaction with the students, faculty, staff, parents, alumni and community members.

Upward Bound (50%)

A. Perform Managerial Support to the Upward Bound Program

1. Arrange staff meeting; duplicate and distribute agendas and minutes. Initiate policies and procedures affecting the administration of the program
2. Coordinate travel for Director and Coordinator
3. Compile emergency contact for volunteers, students, and parents
4. Organize and maintain personnel and department files
5. Maintain filing and recording systems for student information
6. Evaluate information/problem to determine need and/or method to involve Director and/or Coordinator
7. Receive and screen calls, email, mail and visitors; when necessary, direct to appropriate individuals; respond to inquiries and initiate fact-finding to resolve issues of a non-routine nature
8. Perform related administrative support functions necessary to the operations of the program
9. Edit and assist with producing all program publications; brochures, applications, news releases, newsletters, program calendar and other communication for active engagement and recruitment
10. Certify and verify supporting documents of students and monitor student travel releases
11. Serve as a backup supervisor for tutor time verification

B. Budget Management

1. Reconcile Upward Bound cost center accounts monthly against computerized reports in WISDM; resolve discrepancies, create detailed monthly spreadsheet, and description of charges
2. Assist program Director with budget management and planning. Monitor expenditures and revenue
3. Office, budget and inventory manager
4. Provide overall coordination and end of year accounting statement for budgets/accounts
5. Manage and inventory purchases for routine office supplies/purchase orders
6. Maintain all credit card and purchase receipts and records, reconcile office credit card bills for three staff
7. Assist grantees in ensuring expenditures are appropriately charged
8. Maintain filing and recording systems for program budget purchases in accordance with federal, state and University policies

C. Assist the Program in maintaining program reports

1. Collect data and assist in producing all internal and external program reports
2. Track student activities, tutor time and participant criteria
3. Assist with federal reports and serve as an editor for Upward Bound
4. Other duties as assigned

Registrar’s Office (50%)

D. Process Transcript Requests

1. Process transcript requests and transcript payments following Registrar Office procedures and FERPA guidelines
2. Ensure all rush orders and FedEx transcripts are sent according to the published timelines
3. Record transcript transactions on the Registrar’s office shared drive
4. Reply to all inquiries regarding the ordering or receipt of official and unofficial transcripts in a timely manner
5. Complete monthly reconciliation report to ensure processed transcript requests and payments balance

E. Provide Counter Customer Service

1. Receive and screen calls, email, mail and visitors; when necessary, direct to appropriate individuals
2. Manage traffic flow when directing students, staff, and faculty to other staff within the Registrar Office
3. Provide information to students, staff and faculty regarding policies which affect academic records, referencing university policy when needed
4. Collect forms/documents and review for accuracy, process course add/drop requests and verify course and student information is accurate according to university policy

F. Additional Duties

1. Other duties as assigned

KNOWLEDGE, SKILLS, and ABILITIES:

1. Ability to exercise independent judgment responding to inquiries related to the students and programs.
2. Knowledge of and experience with budgets reconciliation and accounts (payable and receivable).
3. Ability to establish and maintain effective, professional and tactful working relationships with University community, co-workers, and the general public.
5. Excellent written, oral, editing and communication skills with a strong customer service orientation.
6. Ability to interact with a diverse population in a friendly and professional manner.
7. Strong interpersonal skills and the ability to effectively resolve difficult situations.
8. Strong organizational and time management skills.
9. Aptitude to perceive when discretion is necessary while maintaining the strictest confidentiality.
10. Ability to work in teams or independently with minimal supervision.
11. Possess the skill to multitask effectively in a face paced environment.
Required:

• Demonstrated competence using Microsoft Office Suite: Word, Excel, PowerPoint, Adobe Professional, Adobe Acrobat, Publisher or similar programs
• Ability to work occasional Saturdays (4 per year)

Preferred:

• Experience in working with diverse populations
• TRiO experience
• Experience in higher education, either professionally or as a student
• Experience with accounting, budgeting or similar processes