This position provides administrative and program support to the Credit and Education Outreach Program Manager, the Associate Outreach Specialist, and numerous faculty who teach courses on an overload or as adjuncts in Continuing Education/Extension (CEE). This position supports a wide variety of activities and requires a high degree of independent thinking and decision-making. It also requires well-developed interpersonal skills in dealing with the public, campus student services administrators, faculty/staff, and students, and excellent written and oral communication skills, and problem resolution abilities. The position reports to the Credit and Education Outreach Program Manager and has some responsibilities to the Director of Summer College.

A. Coordinate the Center for Continuing Education/Extension Course Scheduling, Registration and Student Services (40%)

1. Administer the registration process for all credit activity
2. Provide administrative support to the Program Manager in developing credit courses
3. Manage student registrations to ensure smooth entry of students into CEE courses
4. Build and maintain complete CEE course schedule in Peoplesoft and other departmental software programs, insuring 100% accuracy
5. Input enrollment caps, pre-requisites, lab fees and other pertinent information for each course as appropriate
6. Monitor the schedule throughout each term and update changes as they occur
7. Generate student rosters using Peoplesoft to assure that registrations are recorded with 100% accuracy
8. Collect and process tuition payments from walk-in and mail registrations
9. Generate reports from Peoplesoft of all student registrations
10. Pro-rate (calculate) individual student’s tuition based on full or part time status for each credit course using assigned formula
11. Record pro-rated tuition payments for each student in department software program
12. Generate revenue reports for each class each semester to determine salary compensation for instructors
13. Prepare and manage course folders for each CEE course every term
14. Provide regular updates of enrollment statistics to Program Manager
15. Facilitate the processing of credit registrations with Registrar’s Office
16. Register credit students at conference and workshops, collect and receipt registration fees, and insure invoices are processed
17. Invoice agencies for second party payment of student tuition as necessary
18. Act as a resource person for the Cashier to ensure accuracy in fees for CEE students
19. Collect and compile all evaluations for credit classes
20. Perform all other duties as requested by Program Manager or Director of Summer College

B. Additional Credit and Education Outreach Administrative Activities (20%)

1. Participate in analyzing and evaluating the unit’s effectiveness by running queries in department financial software.
2. Assist program manager with budget planning for both credit and non-credit courses.
3. Attend quarterly budget meetings with outreach manager, financial specialist and CEE Director.
4. Prepare and process Procard transactions and verify for accuracy.
5. Participate in interviewing and training work study/student assistants
6. Supervise student work study/assistants
7. Provide training to front desk staff regularly to insure compliance with campus policies as it pertains to credit and education outreach
8. Participate in professional seminars, training and other meetings relating to Credit and Education Outreach

C. Provide Support for Noncredit Programs (20%)

1. Build and maintain workshop schedule in department financial software for each fiscal year
2. Record participant registrations and fees using department financial software
3. Monitor and process online registrations using department financial software
4. Register non-credit participants at workshop sites, collect and receipt registration fees, process billing and credit card payments as needed.
5. Prepare purchase requisitions, speaker contracts and process honorarium through Business Office.
6. Maintain accurate individual workshop files for each fiscal year.
7. Reserve facilities/rooms for workshops and process food service requests
8. Coordinate and assist in arrangements for audiovisual needs
9. Record registrations and revenue using department financial software
10. Generate participant rosters and revenue status reports using department financial software
11. Compile packets of materials associated with programs (receipts, nametags, parking permits, handouts, etc.)
12. Prepare and process deposits with the Cashier’s Office of all fees collected.
13. Process participant refunds as required
14. Process credit card payments according to specified procedures
15. Collect and compile all evaluations for non-credit workshops

D. Provide Instructor Assistance (10%)

1. Assist instructors with credit course scheduling (online grading, class rosters, administrative drop/adds, room arrangements, book orders, copying, etc.)
2. Create Instructional Agreements for signature approval and payroll processing.
3. Coordinate with the Human Resource Office on new instructors for entry in PeopleSoft and initiate required paperwork
4. Coordinate payment of instructors’ salaries with Program Manager and Human Resource Office
5. Inform ad hoc instructors of the online process for grade submissions

E. Provide support for administration of Summer College (10 %)

1. Collect course proposals and compile in spreadsheet for Director
2. Disseminate distant learning course proposals to Distance Learning Center
3. Run course schedule and enrollment reports
4. Scan and save completed exception forms
5. Create Summer College contracts
6. Calculate and submit instructor compensation for non-averaging departments teaching in summer college
Knowledge/Skills for this position:

- Thorough knowledge of UW-Superior’s policies and procedures
- Thorough knowledge of the PeopleSoft administrative system
- Excellent writing and communication skills
- Computer skills: Microsoft Office Suite
- Knowledge of current office procedures and practices
- Ability to solve problems creatively
- Ability to multi-task and work independently
- Self-motivated
- Ability to work effectively in a team and maintain constructive relationships