UNIVERSITY OF WISCONSIN SUPERIOR
POSITION DESCRIPTION
University Executive Staff Assistant

Working Title: Assistant to the Chancellor
Reports to: Chancellor and Administrative Program Specialist in the Provost Office
Appointment: University Staff, hourly nonexempt, 100%

Position Summary:
This position has a dual reporting line to the Chancellor and the Administrative Program Specialist in the Provost Office. The Chancellor and Provost Office staff work collaboratively together to serve the Chancellor and the Provost. This position is responsible to assist the Chancellor by providing oversight of the daily administrative activities in order to ensure effective and efficient operations. The position is an extension of the Chancellor and relieves him/her of administrative details. It requires a thorough knowledge of policies of the campus, the UW System, and Regents as applied to campus decision-making; requires knowledge of the Chancellor’s work, and proven competence and independent decision-making ability. Expertise in computer technology is essential to efficiency and effectiveness in this position.

Primary responsibilities of the position include serving as the Chancellor’s executive assistant; collaboratively participating as a member of the Chancellor and Provost Office management team; and maintaining cutting-edge computer technology skills. The position requires thorough acquaintance of the UW-Superior units, offices, and departments; sound judgment and independent decision-making ability; knowledge of university policies; and a talent for handling the numerous personnel and wide-ranging issues that the office regularly deals with. Excellent communication, interpersonal, and organizational skills; personal integrity; appreciation of diversity; and a positive attitude are critical to this position. The position requires the exercise of confidentiality, responsibility and independence in completing responsibilities.

Duties and Responsibilities:

1. Administrative Support (75%)
   A. Function as the executive assistant to the Chancellor, providing high level administrative support and assistance.
      a. Ensure Chancellor is prepared for meetings and events by printing documents, organizing folders and binders, as well as making detailed arrangements.
      b. Ensure Chancellor and Provost are prepared for travel by making all arrangements, printing materials, organizing travel itineraries, folders, and spreadsheets, and preparing pre-authorization and e-reimbursement requirements.
      c. Schedule, prepare agenda and material, take notes/minutes, and follow-up for meetings with: Chancellor’s Staff, Chancellor’s Cabinet, search and screen committees, and others as needed.
      d. Manage and coordinate the Chancellor and Provost's calendar of meetings, appointments, commitments, social activities, and travel plans; using initiative and discretion to anticipate and avoid scheduling conflicts as well as making decisions on priorities.
      e. Promptly respond to visitors and telephone calls.
      f. Respond to requests and inquiries on behalf of the Chancellor and Provost.
      g. In Chancellor’s absence, determine the Officer of the Day on campus.
   B. Maintain Chancellor’s guest parking permits in coordination with Campus Parking.
   C. Manage in coordination with the Foundation the Holiday Card development and contact list
   D. Provide project and task management support for events originating from the Chancellor’s Office (e.g. Conversations with the Chancellor, Opening Day)
E. Screen Chancellor’s mail and email, assigning responsibility for responding to or following up as appropriate, and ensure that response deadlines are met. Communicate Chancellor’s response to incoming correspondence and phone inquiries to others on campus, within the university system, and community via phone calls, letters, email, or fax as appropriate. Provide back-up telephone answering and receptionist duties for the Provost’s office as needed.

F. Maintain all of the Chancellor’s Office files and assist with shared files.

G. Initiate Chancellor’s responses to deadlines; schedule completion of on-going tasks, advising the Chancellor of deadlines; monitor responses for administrative staff.

H. Coordinate conferences, workshops, receptions, forums, and meetings for campus groups, visitors from UW System, legislators, and other constituencies as directed; obtain needed approvals prior to contracting for room reservations and food service; determine and initiate method of payment through appropriate account for services rendered; prepare well-organized agenda’s and itineraries; research and compile relevant background information and materials for meetings. Coordinate duplication distribution to participants involved for review and preparation for meetings; compose and send reminders.

I. Assist Chancellor in managing time, workflow, information, and mail; contribute to the continuous improvement of campus and office processes and environment.

J. Compose correspondence, memos, reports, and letters requiring independent judgment and research on behalf of the Chancellor.

K. Assist in gathering data and information from the Chancellor’s staff, as requested by the Chancellor in answering inquiries and preparing required reports.

L. Compose and edit documents for administrators and direct reports as needed.
   a. Arrange for signatures, print and make copies, as well as scan, file, and save documentation.

M. Serve as backup support for the Provost’s Office. Some tasks include: answer phones; assist visitors; attend meetings and take notes; compose and edit letters and other documentation; make purchases; submit work orders and information technology helpdesk tickets.

2. Budgetary Support (10%)
   A. Monitor and review all accounts in the Chancellor’s division.
      a. Assist in monitoring accounts using WISDM; work with the Budget Office to maintain accurate accounts.
      b. Review, approve, and submit all chargebacks for the Chancellor’s fund accounts.
      c. Independently establish, maintain, and execute control process for discretionary funds (Foundation).
   B. Exercise authority for facilities management work authorizations, food service contracts, room reservations, etc.
   C. Maintain records for procurement card(s).
      a. Serve as procurement card site manager, as needed; ensure card holders are following institution and UW System guidelines.
      b. Serve as backup approver for student and limited term employee timesheets.

3. Personnel and Office Management Support (10%)
   A. Hiring, training, supervision:
      a. Assist in hiring and training student and limited term employees; establish priorities for completion of office clerical work and allocate work to meet deadlines.
      b. Assist in establishing work schedules, maintaining records, as well as providing evaluation and feedback.
   B. Notify Chancellor’s direct reports of performance evaluation deadlines and guidelines; ensure materials are submitted on time; schedule discussion meeting; follow-up on missed deadlines; distribute final evaluation to file and staff member.
   C. Track attendance (time off requests) for Chancellor’s direct reports and verify accuracy of monthly leave reports for unclassified personnel. Follow up with individuals directly as needed.
D. Office Management:
   a. Ensure office coverage between 7:45am to 4:30pm Monday through Friday; communicate with Chancellor and Provost Office team to make arrangements during meetings, events, time off, etc.
   b. Oversee and facilitate office moves, equipment purchases, etc.
   c. Communicate office facility issues with facilities management and facilitate resolution.
   d. Assist in purchasing and maintenance of office computer equipment. Working closely with Information Technology Services to maintain office computer inventory; authorize equipment updating; facilitate implementation of updates.

4. Other duties as assigned (5%)

Knowledge, Skills, and Abilities:
- Ability to work independently with exceptional organizational, problem-solving, multi-tasking, and decision-making skills.
- Ability to work with highly confidential and sensitive information, records, and situations.
- Excellent oral, written, and interpersonal communication skills, including professional command of written English.
- Ability to collaborate with others to initiate action, organize projects, solve problems, enhance communication, or improve processes.
- Ability to work effectively with a diverse array of persons and to maintain a high level of professionalism at all times.
- Ability to understand, follow, and explain to others common office, budgetary, or personnel policies and procedures.
- Working knowledge of standard computer applications such as Microsoft Word, Excel, PowerPoint, and Outlook.
- Ability to work non-traditional hours (evening and weekend) as needed.

Required Qualifications Include:
- High school diploma or G.E.D.
- Two years of experience working in an office setting in a support role.

Desired Qualifications:
- Bachelor’s degree from an accredited institution in any field.
- Experience working in a higher education academic office setting.
- Good humor and congeniality.
- Successful experience managing complex operations or projects.
- Successful experience working with multiple, sometimes competing deadlines.