UNIVERSITY OF WISCONSIN - SUPERIOR

POSITION DESCRIPTION

Operations Program Associate

Working Title: Office Assistant
Office Location: Old Main 212 and 210
Reports to: Executive Assistant to the Provost
Appointment: University Staff, hourly nonexempt, 100%

Position Summary:
The Chancellor and Provost Offices work collaboratively to serve the Chancellor and Provost. This position provides high-level administrative support to the staff in both offices. Primary responsibilities of the position include serving as the initial contact person and receptionist, maintaining accurate records and filing system, as well as providing advanced assistance and administrative support. The position requires independent thinking, decision-making, multitasking, sound judgment, and attention to detail. Expertise in computer technology is essential to the efficiency and effectiveness in this position. Excellent communication, interpersonal, and organizational skills; personal integrity; appreciation of diversity; and a positive attitude are also critical. The individual in this position must be able to perform with the utmost professionalism and confidentiality.

Duties and Responsibilities:

A. Administrative Support (70%)

1. Provide assistance to the Chancellor, Provost, Executive Assistants, and other staff as requested.
   - Communicate in an accurate, effective, and timely fashion.
   - Ensures Chancellor, Provost, and Executive Assistants are prepared for meetings, travel, and events. Provide support as needed to other executive team members.
   - Manage various email accounts, including responding to and following up. Screen mail as assigned or required.
   - Provide direct assistance to Chancellor and Provost, as well as the day-to-day office functions as needed.
   - Serve as backup Student Complaint Officer for the institution. Responsible for maintaining electronic files and task management for the student complaint process.

2. Perform various administrative support tasks.
   - Ensure deadlines are met and appropriate responses are sent.
   - Prepare agendas, attend assigned meetings, take notes and or minutes, and follow through on action items.
   - Serve as support for search and screen committee’s as needed.
   - Compose and oversee correspondence, memos, and letters. Edit drafts and proofread for clarity and accuracy of all documents.
   - Research, compile, and analyze information for projects and reports.
   - Assist in reviewing internal and campus wide processes and documentation, as well as collaborate with other offices to ensure efficiency and effectiveness.
   - Assist in preparing forms and financial documents, as well as budget monitoring that includes pre-authorizations and e-reimbursement for expenses, chargebacks, purchase requisitions, etc.

3. Perform various organizational and project management tasks.
   - Schedule meetings and appointments, reserve rooms, and collaborate schedules.
   - Assist in coordinating and maintaining the Chancellor and Provost calendars.
   - Respond to requests and inquiries on behalf of the office management team.
   - Responsible for keeping appropriate records and maintaining an accurate filing system for the offices by organizing and continually updating all electronic and paper files.
   - Ensure compliance with policies and procedures.
Coordinate and assist with planning and organizing events, activities, meetings, conferences, and receptions. Including facilities management work orders, food service contracts and orders, room reservations, etc.

Coordinate, assist with, and organize various personnel processes as needed, including but not limited to: retention, promotion, tenure, post tenure, evaluations, professional development, resignation and retirement, and emeriti status.

Manage and assist with the maintenance of webpages for both offices.

B. Office Management (20%)
   1. Serve as office manager as needed.
      • Serve as initial contact person and receptionist for the Chancellor and Provost offices.
      • Ensure office coverage between 7:45am to 4:30pm Monday through Friday; communicate with the office management team to make arrangements during meetings, events, time off, etc.
      • Promptly answer and respond to telephone calls, as well as greet and assist visitors; screen and refer to the appropriate person or office.
      • Regularly check the office general email accounts. Independently respond, forward, process, file, and or handle messages as appropriate.
      • Photocopy, scan, assemble, file, and save documentation.
      • Responsible for records management.
      • Responsible to create and maintain quick reference guides for internal processes, tasks, and events.
      • Open and date stamp, sort, and disburse mail and incoming documentation.
      • Manage and disperse time sensitive documents and signature files.
      • Distribute outgoing correspondence, mail, and forms to appropriate offices.

C. Other Duties as Assigned (10%)

Knowledge, Skills, and Abilities:
• Ability to work with and handle highly confidential and sensitive information, records, issues, and situations.
• Ability to coordinate multiple projects, set priorities, and meet deadlines.
• Ability to collaborate with others to initiate action, organize projects, solve problems, enhance communication, and improve processes.
• Ability to work effectively with a diverse array of persons and to maintain a high level of professionalism.
• Ability to work non-traditional hours (evening and weekend) as needed.
• Excellent attention to detail and organizational skills.
• Excellent oral, written, and interpersonal communication skills.
• Computer Skills: Microsoft Office Word, Excel, PowerPoint, and Outlook.
• Knowledge of or ability to learn UW System and UW-Superior policies and procedures.

Required Qualifications:
• High school diploma or G.E.D.
• One year 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 higher education.