UNIVERSITY OF WISCONSIN – SUPERIOR
POSITION DESCRIPTION
University Services Program Associate

Position summary:
This position provides general assistance in administrative logistics and instructional technology support areas for the Center for Excellence in Teaching and Learning staff and the High Impact Practices Coordinator.

This position provides administrative assistance and program functions to CETL staff. It requires advanced skills in Word, Excel and Outlook, and the ability to make independent decisions with consultation with the CETL Director. The position additionally requires the ability to take direction from a supervisor with the ability to work collaboratively with others.

This position is a 60% FTE and reports to the Director of CETL.

Duties and Responsibilities:

A. Administrative Support
   1. Provide assistance to the CETL staff and others as requested.
      - Communicate in an accurate, effective, and timely fashion.
      - In the absence of CETL director, coordinates the day to day office functions as assigned or required.
   2. Perform various administrative support tasks.
      - Ensure deadlines are met and appropriate responses are sent.
      - Prepare agendas, attend assigned meetings, take notes/minutes, and follow through on action items.
      - 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.
      - Prepare forms, financial documents, and travel expense reports.
      - Assist with budget monitoring and paperwork.
   3. Perform various organizational and project management tasks.
      - Schedule meetings and appointments, reserve rooms, and collaborate schedules.
      - Assist in coordinating and maintaining the Provost’s and Executive Assistant calendar.
      - Respond to requests and inquiries on behalf of the Provost and Executive Assistant.
      - Assist in keeping appropriate records and maintaining an accurate filing system.
      - Ensure compliance with policies and procedures.
      - Plan and organize events, activities, meetings, and forums.
      - Assist with organizing various faulty personnel processes as needed.
      - Assist with website administration and design.

B. Activity planning
   - Complete literature review as assigned by CETL director for activities
   - Help prepare rooms and space for activities and events
• Secure rooms as needed for events
• Make reservations for hotel rooms, car, etc with supervision by CETL director

C. Office management
• Open and date stamp, sort, and disburse mail.
• Manage and disperse time sensitive documents and signature files.
• Distribute outgoing correspondence, mail, and forms to appropriate offices.
• Assist in providing training, coaching, and work assignments to student employees.
• Miscellaneous other duties and projects as assigned.

Knowledge, Skills and Abilities
• Effective oral and written communication skills in English
• Ability to operate a variety of office machines (copiers, scanners, fax)
• Advanced skills in Microsoft Word, Excel, and Outlook
• Ability to accept supervision
• Ability to work independently, plan short and long range goals, and take initiative to complete assigned tasks
• Ability to work collaboratively with others to complete assigned tasks
• Ability to attend to details
• Commitment to excellence in service to students and staff
• Commitment to maintain a positive work atmosphere by communicating and acting in a cooperative manner with students, co-workers, supervisors and university guests
• Problem-solving approach to office management and work challenges

Minimum qualifications
• Earned high school diploma or GED

Preferred Qualifications:
• Bachelor’s Degree from an accredited institution
• Experience working in higher education