UNIVERSITY SERVICES PROGRAM ASSOCIATE

Working Title: Office Manager
Hayes Hill Title: University Services Program Associate (USPA)
Unit: Academic Advising & Career Services
Position reports to: Director, Academic Advising, Career Services, & Educational Success Center
Appointment: University Staff (100% Annual: 12 Month/40 hours/week)

Position Summary: The Academic Advising & Career Services USPA will provide administrative support to the Center for Academic Advising and Career Services and will provide supervision of student workers, database management, budget management, processing student information, and general customer service. This position has delegated authority for decision making related to office management.

This position is a full-time (100%), twelve month position which will require occasional early morning, evening, and weekend hours.

Position Description:

Center for Academic Advising (60%)
- Coordinate day-to-day office functions, including, but not limited to, scheduling office coverage, managing supply orders, initiating facilities requests and technology help tickets, and maintaining office printers, fax, and other technology
- Supervise student workers including training on front desk operations, solving problems, approving payroll and time off, and other supervisory duties
- Process student record changes including, but not limited to, change of major, change of minor, change of advisor, etc. assign advisors, assign holds, and other PeopleSoft processes
- Manage office assessment processes and assist with analyzing assessment data
- Coordinate and promote programs and events in collaboration with office staff
- Analyze, design, and run PeopleSoft queries, reports, and audits
- Oversee the department supply budget and approve office supply requests and purchase orders
- Authorize and monitor student and office functions by using WISDM, UWPC, and PeopleSoft
- Reserve rooms and equipment for workshops, trainings, events, and classes.
- Represent the Center for Academic Advising and serve as contact for faculty and campus departments
- Delegated authority to attend meetings in the Director’s absence and make decisions as appropriate to the Office Manager role
- Other duties as assigned by the Director of Academic Advising, Career Services & Educational Success Center

Career Services Office (40%)
- Coordinate day-to-day office functions, including, but not limited to, scheduling office coverage, managing supply orders, initiating facilities requests and technology help tickets, and maintaining office printers, fax, and other technology
Supervise student workers including training on front desk operations, solving problems, approving payroll and time off, and other supervisory duties

Manage office assessment processes and assist with analyzing assessment data

Coordinate and promote programs and events in collaboration with office staff including, but not limited to, Jacket Fest and Head of the Lakes Job & Internship Fair

Assist with grant administration

Oversee the department supply budgets and approve office supply requests and purchase orders; receive cash and checks and deposit into appropriate accounts in accordance with university cash handling policies

Authorize and monitor student and office functions by using WISDM, UWPC, and PeopleSoft

Manage, supervise, and update Jacket Jobs System databases for use in providing data to university community, including scheduling, mailings, reports, statistics, contact information, and special events

Train and assist faculty and staff in use of Jacket Jobs system

Analyze, design, and run PeopleSoft queries, reports, and audits

Reserve rooms and equipment for workshops, trainings, events, and classes

Represent Career Services and act as contact for faculty and campus departments

Delegate authority to attend meetings in the Director’s absence and make decisions as appropriate to the Office Manager role

Other duties as assigned by the Director of Academic Advising, Career Services, & Educational Success Center

Knowledge, Skills, and Abilities

Highly qualified candidates will demonstrate knowledge, skills and abilities in many of the following:

- Knowledge of office administration and management procedures
- Ability to willingly anticipate, identify, and adopt change
- Ability to supervise and motivate staff
- Ability to engage in all job-related interactions and activities with contacts from within and outside the University in a courteous and professional manner
- Ability to take initiative in managing multiple tasks
- Organization and prioritization skills
- Excellent written and verbal communication skills
- Skills in the use of office-related computer applications, including word processing, database, spreadsheet, presentation software and other management tools
- Ability to commit to the highest ethical standards and work with confidential and sensitive information and records
- Ability to participate in evening, weekend and travel commitments as necessary

Required qualifications:

- At least one year of professional work experience

Preferred qualifications:

- Bachelor’s degree
- Experience working in higher education
- Experience with web development, data collection and analysis, and/or social media marketing
- Familiarity with PeopleSoft and/or Microsoft Outlook