University of Wisconsin – Superior
Position Description
University Services Associate 2 (100%)

Position Summary: This full time position performs work in both the Upward Bound Program (TRiO) and Registrar’s Offices. Both offices coordinate to equal time Monday-Friday reporting to the Registrar’s office in the morning and the Upward Bound office in the afternoon. The Upward Bound shared position provides administrative assistance and coordination of program activities to the Upward Bound program Director and Coordinator. Responsibilities include office management, grant coordination, assistance in the management of multiple budgets, record keeping, and federal grant reporting along with tracking students. The Registrar’s Office, shared position serves as the transcript clerk and is responsible for accurate distribution of official transcripts. In addition, this position serves as the Registrar’s Office manager, assisting with questions and referring/transfering as necessary. This position requires extensive interaction with the students, faculty, staff, parents, alumni and community members.

This position is responsible for completing effective written correspondence, telephone and personal contact.

Upward Bound

A. 25% Perform Managerial Support to the Upward Bound Program

1. Office, budget and inventory manager
2. Arrange staff meetings; duplicate and distribute agendas and minutes. Initiate policies and procedures affecting the administration of the program
3. Coordinate travel for Director and Coordinator
4. Maintain all credit card, purchase receipts and records
5. Compile emergency contact for staff, students, and parents
6. Organize and maintain personnel and department files
7. Provide overall coordination of budget/accounting

B. 25% Budget Management to the Upward Bound Program

1. Reconcile Upward Bound cost center accounts monthly against computerized reports in WISDM to determine current status of cost centers; resolve discrepancies, create monthly spreadsheet with details and description of charges
2. Assist program Director with budget management and planning. Monitor overall expenditures and revenue. Interpret and provide current and projected budget activity/analysis when requested.
3. Manage purchases for routine office supplies/purchase orders/University store orders and other vendors
4. Inventory and purchase office supplies, manage, and reconcile office credit card bills for three Upward Bound staff
5. Assist grantees in ensuring expenditures are appropriately charged. Provide end of year accounting statement for the accounts

C. 25% Perform Administrative Assistance to the Upward Bound Program

1. Periodically conduct physical inventory of equipment and supplies; maintain inventory records; order supplies as needed
2. Responding as Director advises or in their absence, use own judgment as to how Director would respond
3. Ability to evaluate the information or problem and determine need and/or method to involve the Director and/or Coordinator. Independent decision making is done on a daily basis.
4. Prepare memos and letters for the director. Sign documents upon Directors request.
5. Certify and verify supporting documents of students.
6. Prepare administrative forms, correspondence or non-routine reports which may contain confidential information.
7. Provide program support in all aspects of the search and screen process if needed; preparing forms and letters, submitting job vacancy ads, compiling candidate information, communication with candidates, reserve rooms for interviews, arrange parking, prepare travel reimbursement.
8. Receive and screen calls, email, mail and visitors; when necessary, direct to appropriate individuals; respond to inquiries and initiate fact-finding to resolve issues of a non-routine nature.
9. Perform related administrative support functions necessary to the operations of the program.

D. 15% Assist the Program in maintaining program reports to the Upward Bound Program

1. Maintain filing and recording systems for student information and program budget purchases in accordance with federal, state and University policies.
2. Collect data and assist in producing all internal and external program reports.
3. Provide information about student activities, tutor time and participant criteria.
4. Assist with federal report writing and serve as an editor for future Upward Bound grants.

E. 10% Compile information on the Upward Bound Program to the Upward Bound Program

1. Edit and assist with producing all program publications; brochures, applications, news releases, newsletters, program calendar and other communication items as requested by Program Director for active engagement and recruitment.
2. Monitor student travel releases.
3. Serve as a backup approver for tutor time verification.

Registrar’s Office

F. 50% Process Transcript Requests

1. Process transcript requests following Registrar Office procedures and FERPA guidelines.
2. Receive, receipt and process transcript request payments; this includes transcript requests received electronically via the National Student Clearinghouse (NSC) or in by US mail.
3. Ensure all rush orders and FedEx transcripts are sent according to the published timelines.
4. Log transcript requests on the spreadsheet on the Registrar’s office shared drive.
5. Reply to all inquiries regarding the ordering or receipt of official and unofficial transcripts in a timely manner.
6. Complete monthly reconciliation report to ensure the amount of money received reconciles with the number of transcripts sent.
7. Keep sufficient petty cash funds for change during business transactions.
8. Each week complete deposit slip to include cash from all fees and transcript requests and bring to the Cashier Office. Ensure any fees collected in Registrar Office are delivered to the Cashier’s Office to be deposited in to the respective account, balance of fees and process match and deposit receipt is filed in proper location.

G. 40% Provide Counter Customer Service
1. First point of contact to receive in-coming phone calls and customers at front desk in the Registrar’s Office during scheduled shift
2. Manage traffic flow when directing students, staff, and faculty to other staff members in the Registrar Office. Be mindful of busy periods and dedicated project times
3. Resolve or refer customer’s questions or complaints to the appropriate person or office
4. Provide directory information as requested
5. Provide information to students, staff and faculty regarding policies which affect academic records, referencing university policy when needed
6. Receive and provide assistance to students, staff and faculty regarding incoming petitions to Credits and Reinstatement and Extenuating Circumstances Committees
7. Collect forms and process course add/drop requests and verify course and student information is accurate according to university policy.

H. 10% Additional Duties

1. Deliver mail daily to the Campus Post Office and retrieve any mail for the Registrar’s Office during scheduled shift.
2. Attend regular staff meetings.
3. Other duties as assigned

KNOWLEDGE, SKILLS, and ABILITIES:

1. Ability to exercise independent judgment responding to inquiries related to the students and programs.
2. Knowledge of and experience with budgets reconciliation and accounts (payable and receivable).
3. Ability to establish and maintain effective, professional and tactful working relationships with University community, co-workers, and the general public.
4. Strong understanding of office technology and experience with Microsoft Outlook, Microsoft Word, Image Now and Excel.
5. Excellent written, oral, editing and communication skills with a strong customer service orientation.
6. Ability to interact with a diverse population in a friendly and professional manner.
7. Ability to work effectively with diverse student and faculty populations in conjunction with UW-Superior’s efforts to foster inclusive excellence
8. Strong interpersonal skills and the ability to effectively resolve difficult situations.
9. Strong organizational and time management skills.
10. Aptitude to perceive when discretion is necessary while maintaining the strictest confidentiality.
11. Ability to work in teams or independently with general supervision.
12. Possess the skill to multitask effectively in a fast paced environment.
13. Ability to operate office technology multi-phone system, word processing, filing, copy machine and fax machine.

Required:
1. 2 year degree from an accredited institution
2. At least 1 year prior work experience with budgets or similar accounting/purchasing duties
3. Demonstrated competence using Microsoft Office Suite and Adobe or similar programs
4. Expected to work occasional Saturday (less than 6 per year)

Preferred:
1. Experience working with low-income first generation students or other diverse populations
2. Experience with the TRiO program
3. Experience in an educational setting
4.