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| **POSITION DESCRIPTION**  **DER-DCC-10** (Rev. 5-84) | | | | | | | | | | | 1. Position No. | | | | 2. Cert / Reclass Request No. | | | | | | 3. Agency No. | |
| State of Wisconsin  Department of Employment Relations | | | | | | | | | | | 38.00 | | | |  | | | | | | 285 | |
| 4. NAME OF EMPLOYE | | | | | | | | | 5. DEPARTMENT, UNIT, WORK ADDRESS | | | | | | | | | | | | | |
|  | | | | | | | | | Chancellor’s Office | | | | | | | | | | | | | |
| 6. CLASSIFICATION TITLE OF POSITION | | | | | | | | | University of Wisconsin-Parkside | | | | | | | | | | | | | |
| Program Assistant - Confidential | | | | | | | | | Box 2000, 900 Wood Road | | | | | | | | | | | | | |
|  | | | | | | | | | Kenosha, WI 53141-2000 | | | | | | | | | | | | | |
| 7. CLASS TITLE OPTION (*to be filled out by Personnel Office)* | | | | | | | | | 8. NAME AND CLASS OF FORMER INCUMBENT | | | | | | | | | | | | | |
|  | | | | | | | | | Debra Joling, Program Assistant Confidential | | | | | | | | | | | | | |
| 9. AGENCY WORKING TITLE OF POSITION | | | | | | | | | 10. NAME AND CLASS OF EMPLOYES PERFORMING SIMILAR DUTIES | | | | | | | | | | | | | |
| Program Assistant– Confidential | | | | | | | | |  | | | | | | | | | | | | | |
| 11. NAME AND CLASS OF FIRST-LINE SUPERVISOR | | | | | | | | | 12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYE  PERFORMED THE WORK DESCRIBED BELOW? | | | | | | | | | | | | | |
| Diane Donnelly, Assistant to the Chancellor | | | | | | | | |  | | | | | | | | | | | | | |
| 13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYES IN PERMANENT POSITIONS?  IF YES, COMPLETE AND ATTACH A SUPERVISORY POSITION ANALYSIS FORM (DER-PERS-84). | | | | | | | | | | | | |  | | |  | |  |  |  | | |
|  | | | | | | | | |  |  | | |  | | | Yes | |  | No |  | | |
| 14. POSITION SUMMARY - PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION: | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | |
| See Attached | | | | | | | | | | | | | | | | | | | | | | |
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| 15. DESCRIBE THE GOALS AND WORKER ACTIVITES OF THIS POSITION *(Please see sample format and instructions on back of last page.)* | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | \_\_  \_\_  \_\_ | GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.  WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.  TIME %: Include for goals and major worker activities. | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | |
| TIME % | | | | | GOALS AND WORKER ACTIVITIES | | | | | | | | (Continue on attached sheets) | | | | | | | | | |
|  | | | | |  | | | | | | | | | | | | | | | | | |
|  | | | | | See Attached | | | | | | | | | | | | | | | | | |
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| 16. SUPERVISORY SECTION - TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION *(See Instructions on back of last page)* | | | | | | | | | | | | | | | | | | | | | | |
|  | | | a. The supervision, direction, and review given to the work of this position is  close  limited  general.  b. The statements and time estimates above and on attachments accurately describe the work assigned to the position. *(Please initial and date attachments.)* | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | |
|  | | Signature of first-line supervisor | | | | |  | | | | | | | Date | | |  | | | | |
|  | | | | | | | | | | | | | | | | | | | | | |
| 17. EMPLOYE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION | | | | | | | | | | | | | | | | | | | | | |
| I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position.  *(Please initial and date attachments.)* | | | | | | | | | | | | | | | | | | | | | |
|  | Signature of employee | | | | | |  | | | | | | | Date | | |  | | | | |
|  | | | | | | | | | | | | | | | | | | | | | |
| 18. Signature of Personnel Manager | | | | | | |  | | | | | | | Date | | |  | | | | |
|  | | | | | | | | | | | | | | | | | | | | | |
| Required distribution after all signatures have been obtained is five copies (check one box below for each copy): | | | | | | | | | | | | | | | | | | | | | |
| PD File (original) | | | | | | DER | | Employee | | | | Supervisor | | | | | | | | | |

University of Wisconsin - Parkside

**A. Job Title:** Program Assistant– Confidential

**B. Is this Position Hourly or Salaried?** Hourly

**C. Shift & Hours of Position:** 7:45am - 4:30pm

**D. Number of Subordinates (if applicable):**  0

**E. List of Essential Job Functions, Knowledge, Abilities, and Skills:**

1. Essential Job Functions

**(30%) A. Chancellor’s Office Reception and Concierge**

A.1. Represent the University and the Administrative Department in a confident, poised, and approachable manner. Remain abreast of the University’s organization, initiatives, programs, policies, and act as a key resource for both internal and external constituents.

A.2. Provide a high level of customer service to internal and external customers, and be responsive with a sense of immediacy.

A.3. Provide information and assistance to students, faculty, and visitors to the appropriate offices or areas. Arrange facility, refreshments and other necessary accommodations for the Chancellor’s meetings as identified.

A.4. Screen calls, visitors, and requests for appointments, evaluate requests for information, responding to requests or referral to appropriate individual or office. Analyze and discreetly reply to inquiries.

A.5. Manage security of the Chancellor’s area.

A.6. Manage administrative conference rooms/equipment, department fax machine, and department copier to include maintenance, troubleshooting, and supplies and assist users as needed. Assist in reviewing office, equipment and other purchase requests, and make recommendations to the appropriate administrator. Obtain price quotes and product samples where applicable.

**(30%) B. Administrative support to the Chancellor**

B.1. Exercise confidentiality and discretion in all aspects of the position, including communications with administrators, faculty and staff, students, UW Institutions, the Board of Regents, community and state officials and members of the community. Advise Supervisor/Chancellor of situations that require attention.

B.2. Support the day-to-day operations of the Chancellor’s Office including, processing mail through supervisor as appropriate; schedule the administrative conference rooms using the University on-line scheduling system and reserve/monitor the Chancellor’s Office guest parking spaces for visitors.

B.3. In coordination with Supervisor, help manage the Chancellor's schedule and electronic calendars. Coordinate meeting times, dates and locations for individuals.

B.4. Coordinate travel arrangements for the Chancellor at the Chancellor's request which include: travel reservations, hotel accommodations, conferences and event registrations. Prepare and follow up on Chancellor’s expense reports, monthly mileage reports, and procurement reimbursements.

B.5. Work within the Chancellor’s office budget and place orders using a Pro Card. Prepare and follow up on Chancellor’s Office requisitions, work orders, ordering of office supplies, payment to 3rd parties, and other business services documents within specified regulations.

B.6. Maintain a working knowledge of the operations of the Chancellor’s office to provide assistance/back-up coverage for the Assistant to the Chancellor and the Office Event Planner. Assist with administrative back-up to the department administrative support team as needed. Provide telephone back-up coverage to the administrative support team, and redirect calls appropriately.

B.7. Work with the Chancellor’s administrative staff to manage high profile office events or provide assistance to as needed; this may require working outside of the normal work schedule.

**(30%) C. Communications and Public Relations**

C.1. Monitor the Chancellor’s office website to include currency of information, inclusion of relevant highlights; i.e., initiatives, speeches, events, etc.

C.2. Work with University Advancement as identified to set up social media accounts and maintain daily activity on channels such as Facebook, MySpace, Twitter, YouTube for the Chancellor.

C.3. Gather newsworthy information for Chancellor’s periodic updates to campus, and for inclusion in Ranger Today and other online distribution.

C.4. Convey verbal and written messages to and from the Chancellor and Supervisor, understanding the scope of urgent/critical notifications.

C.5. Compose and follow up on general correspondence on behalf of the office; i.e., community notifications, congratulation/sympathy letters, committee appointments, department directories, student and faculty recognitions, etc.

C.6. Coordination of high level meetings and projects for the Chancellor which entails dealing with multiple community constituents, scheduling, electronic data maintenance and follow up.

C.7. Develop and manage the Chancellor’s office SharePoint sites as a tool for department communication, follow up, and documentation.

C.8. Work with Assistant to the Chancellor and Event Planner to coordinate outreach activities for the Chancellor to effectively link internal and external activities to position the Chancellor and the campus for success. Proficiency in the campus outreach database (Raiser’s Edge) is essential.

**(5%) D. Business Processes and Document Management**

D.1. Learn and be a resource to the Chancellor’s Office on specific technology and software for daily operations such as: WISDM, SharePoint, Excel, Word etc. and maintain proficiency in business services and campus-specific computer systems, utilizing best-practices as outlined.

D.2. Update and maintain comprehensive filing system for the Chancellor’s office to include knowledge of auditable file requirements, original agreement documents and legal/human resource matters. Develop electronic filing system, utilizing campus resources, for master office files as appropriate. Maintain a master directory of files, and archive/shred files within specified guidelines.

D.3. Monitor University memberships and renew accordingly.

D.4. Process documents for the Chancellor, requiring prioritization and organization, to include:

* + Entering rough drafts and finished copies of letters, memos, speeches, reports, and mailings.
  + Copy, distribute, and file completed internal and external documents/correspondence.

**(5%) E. Special Projects**

E.1. Research and assist the Chancellor in preparation of administrative documents, reports and special projects.

E.2. Learn processes and procedures and create improvements and efficiencies as needed.

E.3. Maintain filing system for the Chancellor’s Office (personnel, general correspondence, recruitment, contract renewals, etc.).

**F. Essential Knowledge, Skills, and Abilities**

* Ability to handle sensitive issues and maintain confidentiality at all times.
* Excellent communication skills both orally and in writing. Organizes, expresses, and communicates ideas clearly in writing.
* Strong interpersonal, human relationship and customer service skills. Establishes trust and mutual respect when relating to others. Ability to meet and deal effectively with people and maintain a good working relationship with students, co-workers, faculty, staff, administration, and the public. Exhibits tact, courtesy, and discretion in dealing with all levels of constituents.
* Ability to review budget expenditures, complete Business Services forms for reimbursement, expenses etc. and to understand key financial management policies and procedures of the university, and UW System.
* Ability to learn, interpret, and properly disseminate complex information about the University’s initiatives, programs, policies, and procedures both to the campus and to the public.
* Ability to handle multiple tasks/responsibilities and to independently organize, prioritize and coordinate diverse activities effectively in a busy office setting with numerous interruptions. Effectively and efficiently uses time and resources allocated to complete tasks; is punctual and meets deadlines; effectively prioritizes tasks at hand to meet expectations.
* Displays accountability; accepts responsibility for work and decisions; monitors process, progress and results; and is dependable and trustworthy.
* Ability to work collaboratively, be a team player in order to build a cohesive workplace.
* Ability to handle stressful situations and work well under deadlines.
* Physical ability to sit at a desk and/or operate a personal computer for about 2 hours at a time.
* Moderate amounts of walking, standing, and stair climbing; occasional lifting of up to 25 pounds.

**G. List of Marginal Job Functions:**

1. Posting of announcements.
2. Assist with back-up support for administrative offices.

**H. Responsible for Money, University funds, or accounts which hold financial information?**

**Yes or No**

Yes.

**I. Ergonomic Requirements:** (i.e.: excessive mobility to make deliveries on campus, climbing ladders, extensive computer use) Keyboarding/typing. Extensive computer usage; excessive mobility to make deliveries on campus; bending, lifting, and reaching in regards to filing and movement of supplies and equipment to proper destination. Must be able to walk to different areas of campus (CART, GRNQ, MOLN, SCTR, TLNT, WYLL and etc.). Good hand/eye coordination required to using computer mouse. Up and down from chair in response to office activities.

**J. Qualifications:**

Required:

* Proficient in Office software (Word, Excel, PowerPoint) and web navigation
* Excellent written and interpersonal communication skills
* Demonstrated experience in administrative support

Preferences:

* Bachelor’s degree
* Demonstrated experience or understanding of office operations in higher education, non-profits, government, or related areas
* Experience in a complex administrative environment
* Experience updating and creating social media
* Excellent computing skills with mastery of the Microsoft Office Suite (Excel, Word, PowerPoint, Outlook, SharePoint)
* Experience with data management software, proficient in web-based software
* Five or more years of administrative and computing skills

**K. Equipment to be used on the job:**

(By each piece of equipment, put an "F" for frequent use, an "0" for occasional use, or an

"R" for rare use.)

1. Tools: (power or manual tools) – Not Applicable
2. Large Machinery: (includes vehicles) – Not Applicable
3. Electrical Equipment: (i.e.: office equipment) – F: computer, printer, telephone, photocopier, paper shredder, fax machine, and paper cutter
4. Chemicals: (includes cleaning supplies, lab chemicals, hazardous waste) – O: Desk cleaner, toner (ex: laser printer, fax machine and photocopier)

**L. Additional Information:** Not Applicable

**M. Organizational Chart** – see attached