

University of Wisconsin - Parkside

Job Title: University Services Program Associate

Hourly or Salaried: Hourly

Shift & Hours of Position: 1.0 FTE

Number of Subordinates (if applicable): N/A

List of Essential Job Functions, Knowledge, Abilities, and Skills:

This position assists adult noncredit Continuing Education (CE) by providing administration and coordination of program activities. This person uses judgment and discretion while assuming office and program responsibilities in absence of the Continuing Education Director. This person is responsible for taking registrations, fees and payments using the customer management and open enrollment system CVent. This person also monitors, tracks and analyzes financial and enrollment data for census for all noncredit CE workshops, conferences, classes and courses.

GOAL A: Program Coordination Duties (65%)

- A1 Create support materials for CE programs and events. Research new mailing lists as needed
- A2 Coordinate and analyze CE programs and events with appropriate Center for Community Partnership (CCP) and UW-Parkside personnel including all pre-event logistics. Work with presenters to determine and order all audiovisual and technical event needs
- A3 Analyze and generate necessary instructor contracts, forms, and payments for instructors/presenters and collect relevant information such as W-9's, bio's, descriptions, handouts etc.
- A4 Research and coordinate sponsors and exhibitors for conferences and events
- A5 Analyze and enter registrations and events into CVent
- A6 Compose correspondence, maintain files, and perform any related administrative support necessary to the operation of CE
- A7 Analyze and use judgment to answer questions regarding programs via telephone, e-mail, written correspondence, or in person
- A8 Attend meetings with Directors and/or other meetings when necessary or requested
- A9 Take minutes at meetings as requested and distribute to participants in a timely manner
- A10 Prepare and send out confirmations, reminders and follow-up surveys for CE events
- A11 Prepare, process and monitor expenditures (PIRs, requisitions, travel expense reimbursements, refunds and other miscellaneous items) tied to conferences and events in CE department
- A12 Maintain and monitor record of payment for instructors and expenses related to instruction including: load sheets for instructor payment, contracts, PIRs, honorarium's, speaker/presenter fees and payments for workshops
- A13 Analyze and communicate with internal and external entities regarding outstanding bills, accounts receivable and other fiscal documents
- A15 Schedule meetings and reserve rooms and equipment for CE as requested
- A16 Miscellaneous copying, filing and other clerical duties as assigned
- A17 Maintain, update and create events in CVent
- A18 Assist with training and providing direction to student workers on assigned projects
- A19 Track and analyze financial information and course data regarding CE courses and training events.

GOAL B: COMPUTER SUPPORT/DATABASE MANAGEMENT (10%) – Responsible for monitoring and maintaining a centralized database within the CCP. Using discretion and judgment this individual must work closely with managers and support staff to ensure the functionality and integrity of the database is maintained in an efficient manner. Activities and tasks include:

- B1 Analyze/compile/maintain list of potential participants, contact and distribution lists

- B2 Assist with designing event templates, and building events in CVent
- B3 Generate mailing labels as necessary
- B4 Analyze and prepare demographic and other reports for Managers
- B5 Edit brochures, fliers, newsletter, and advertisements for CE
- B6 Generate class/course/conference/workshop rosters for CE Manager
- B7 Generate necessary documentation required by business services to process payments

GOAL C: OFFICE MANAGEMENT (20%)

- C1 Prepare, post, and mail all correspondence to organizations, instructors or participants
- C2 Monitor voicemail and email
- C3 Monitor and order supplies and materials
- C4 Generate the duplication of materials for Managers, instructors, and workshops
- C5 Schedule, attend, and take minutes at team meetings

GOAL D: FINANCIAL DUTIES (5%)

- D1 Analyze and prepare for processing cash and charge payments from participants per departmental and campus procedures
- D2 Initiate and forward any necessary budgetary information to the Budget and Policy Analyst
- D3 Analyze information on WISDM and prepare reports to assist with program budgets

G. **List of Marginal Job Functions:**
Sort and distribute incoming mail.

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)
Extensive computer use; mobility and dexterity to reach and bend into filing cabinet; lifting up to 10 pounds.

J. **Qualifications:**
Required: Ability to type and proficiency in Microsoft Office software and Excel and web navigation. Ability to maintain high degree of confidentiality. Ability to work independently and as a team member with other program assistants and program managers. Ability to work with a diverse group of co-workers and community members. Strong organizational skills, ability to prioritize, execute numerous requests in a minimum amount of time, and tolerate phone and other interruptions with a minimum amount of discomfort.
Preferred: Bachelor's degree from an accredited institution. Experience working within an educational institution. Proficiency in using registration software and project management software.

K. **Equipment to be used on the job:**
(By each piece of equipment, put an "F" for frequent use, an "O" for occasional use, or an "R" for rare use)

1. **Tools:** (power or manual tools)
R-Hammer, R-screwdriver, F-Scissors
2. **Large Machinery:** (includes vehicles)
N/A
3. **Electrical Equipment:** (i.e.: floor buffer, includes office equipment)
Office Equipment (F-Computer, F-Copier, F-Fax, F-Printer, F-Telephone, R-

Typewriter, O-Calculator, R-Pencil Sharpener, O-Shredder, O-TV-VCR)

- 4. Chemicals: (includes cleaning supplies, lab chemicals, hazardous waste)
O-Kitchen cleaning supplies**

L. Additional Information:

M. Organizational Chart – must be attached

UNIVERSITY SERVICES PROGRAM ASSOCIATE

CONTINUING EDUCATION

The position of Continuing Education Program Associate provides administrative support and coordination of continuing education program activities for the Center for Community Partnerships at UW-Parkside. In this position, the individual must use judgment and discretion while assuming office and program responsibilities in the absence of the Continuing Education Director. This person is responsible for taking registrations, fees and payments using the customer management and open enrollment system CVent. This person also monitors, tracks and analyzes financial and enrollment data for census for all noncredit CE workshops, conferences, classes and courses.

This is a key support position within the Center for Community Partnerships. The position has been filled with an interim project appointment for the last 18 months. In the past this position was one that was filled on a permanent basis. Because the duties are permanent and ongoing, the position should be converted to a permanent position to continue to support the continuing education program offerings provided by the Center.

The duties of this position support the UW-Parkside mission of community engagement as well as the center's commitment to professional and continuing education for life-long learning opportunities and non-profit development.