

# University of Wisconsin - Parkside

B. Job Title: University Service Associate 2

C. Is this Position Hourly or Salaried? Hourly

D. Shift & Hours of Position: 50%

E. Number of Subordinates (if applicable): N/A

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

This position assists the Adventures in Lifelong Learning (ALL) membership by providing administration and coordination of program activities. This person assumes office and program responsibilities to support ALL members and the CCP ALL Liaison. This person collaborates with the CCP operations team and is responsible for scheduling, planning, assigning and guiding activities of ALL programs along with taking registrations, fees and payments and the ability to formulate them into financial and demographic reports using the registration system. This person also prepares reports and coordinates all program maintenance for existing programs along with monitoring revenue and expenses for all workshops, classes and day trips.

## GOAL A: Program Coordination Duties (65%)

- A1 Assist with the dissemination of program promotional materials and the ABP bulletin. Develop and coordinate mailing processes. Manage the mailing list as needed
- A2 Coordinate ALL programs and events with UW-Parkside personnel including all pre-event logistics such as transportation. Work with presenters to determine and order all audiovisual and technical needs
- A3 Draft contracts for instructors/presenters and collect relevant information such as W-9s, bios, descriptions, handouts, etc.
- A4 Develop, maintain and update events on the CCP registration system. Responsible for the registration process in its entirety including (but not limited to) entering participants/registrations into the system, creating confirmations and reporting information to relevant members.
- A5 Compose correspondence, maintain files, and perform any related administrative support necessary to the operation of ALL
- A6 Answer questions regarding ALL programs via telephone, e-mail, written correspondence or in person
- A7 Create, summarize and maintain records
- A8 Attend meetings with ALL members and/or other meetings when necessary or requested
- A9 Send out confirmations for ALL events to registrants and speakers/presenters
- A10 Prepare, process and monitor expenditures (PIRs, requisitions, travel expense reimbursements, refunds and other miscellaneous items) tied to ALL events
- A11 Communicate with internal and external entities regarding outstanding bills, accounts receivable and other fiscal documents
- A12 Schedule meetings and reserve rooms and equipment as requested
- A13 Miscellaneous copying, filing and other clerical duties as assigned

**GOAL B: COMPUTER SUPPORT/DATABASE MANAGEMENT (10%)** – Responsible for maintaining a centralized database for ALL. This individual must work closely with CCP operations staff to ensure the functionality and integrity of the database is maintained in an efficient manner. Activities and tasks include:

- B1 Compile/maintain list of participants, member contacts and distribution lists
- B2 Manage monthly mailings
- B3 Prepare demographic and other reports as requested
- B4 Generate necessary instructor contracts, forms, and payments

- B5 Edit brochures, fliers, newsletter, and advertisements for ALL
- B6 Manage data entry and work closely with relevant organizers of events to determine capabilities/limitations of the database
- B7 Generate class/lectures/trips rosters for ALL events and name tags if needed
- B8 Generate necessary documentation required by Business Services to process payments
- B9 Manage the monthly membership renewal process and enter into the registration system

**GOAL C: OFFICE MANAGEMENT (20%)**

- C1 Prepare, post and mail all correspondence to organizations, instructors or participants
- C2 Prepare and send new member packets
- C3 Monitor voicemail and email
- C4 Order supplies and materials
- C5 Generate the duplication of materials for ALL events, using UW-Parkside Creative Services as necessary
- C6 Attend ALL meetings as requested
- C7 Manage parking permits for ALL membership

**GOAL D: FINANCIAL DUTIES (5%)**

- D1 Process cash and charge payments from participants per departmental and UW-Parkside procedures
- D2 Initiate and forward any necessary budgetary information to the CCP Accountant
- D3 Look up information on WISDM to assist with program budgets
- D4 Create or renew blanket orders as necessary
- D5 Manage Petty Cash and pay out miscellaneous charges for ALL events
- D6 Manage ALL pro-card purchases, payments and log accurately and timely
- D7 Call vendors with credit card numbers for payments as needed

- 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 use word processing equipment effectively and efficiently. Proficiency in Microsoft Word, Excel and Outlook. 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.
- 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:**  
Must be able to work as a team with other program assistants and program managers in the CCP.

**M. Organizational Chart – must be attached**