

**University of Wisconsin Colleges
UW-Marathon County, Wausau, Wisconsin**

**Office of Student Services
University Services Associate 1 (official title)
Campus Information Specialist (working title)**

(NOTE: this position may not be vacant at the time of this posting.)

**To be considered for this position,
a State Exam (Office Support) must be taken.
The next State Exam for this title is **March 10, 2012.****

You MUST register to take this exam no later than February 29, 2012.

**If application material is not received or
if you have not pre-registered by February 29,
you will not be able to test.**

**Go to this website for further information:
http://wisc.jobs/public/job_view.asp?annoid=57652&jobid=57167&index=true**

***For more information about the exam, contact Shannon Byrnes, 608-262-8935.
For more information about the position, contact Gigi Koenig, 715-261-6222.***

Position Summary:

This position serves as the main source of information on campus for students, staff, and the general public. This position works with the Assistant Campus Dean of Student Services and other professional staff in the provision of a full range of student services to the campus and its student body. The position has primarily independent responsibilities for the following student services areas with general supervision:

- scheduling students with advisors
- scheduling weekly staff meetings as well as daily walk-in schedules for advisors
- answering phones and directing calls for the entire university
- greeting the public, giving directions and information at the front desk of Student Services

- basic Student Services questions as well as helping direct students to the proper advisor/university personnel
- editor of website information for Student Services – sending corrections to correct campus personnel for updates
- supervision and training of student workers and the senior aide
- online communication responsibilities – email, Facebook, UWMC Website edits for Student Services
- organization of the ID card system which includes, but is not limited to, taking the photos, converting photos to jpeg files, printing photo cards, and troubleshooting error messages
- organization of Student ID cards for voting purposes as requested
- cash register operations

This position will be responsible for answering basic questions regarding admissions and registration in the absence of the Admissions or the Registration and Records Specialist. This position will review paperwork to be turned in to the Financial Aid and Veterans Services coordinator. This position will be responsible for providing an effective medium of communication and referral to the general public regarding services that are available on campus.

Specific Job Duties with percentages:

1. Campus Information – 60%

a. Switchboard and telephone

- i. Serve as primary switchboard source for the entire campus
- ii. Answer incoming calls made to the University and transfer calls when appropriate
- iii. Troubleshoot inquiries made from community members and refer calls where appropriate

b. Schedule appointments for academic advisors and Assistant Dean for Student Services and mental health counselors.

- i. Schedule appointments using Microsoft Outlook
- ii. Determine Advisor's schedules each week and enter appointments when available
- iii. Set up walk-in schedule for each day
- iv. Set up weekly staff meetings for entire Student Services staff
- v. Assist the Student Services staff in effective management of time through schedule coordination, setting priorities and making referrals
- vi. Interrupt and /or contact staff outside the office as needed for emergent concerns

- vii. Train student workers on emergency communication procedures
- viii. Receive visitors on behalf of the Assistant Dean for Student Services, other staff and the campus
- ix. Ensure that the staff is aware of, has needed materials, and meets scheduled commitments
- x. Maintain confidentiality requirements of mental health counseling office and Student Services office

c. Information

- i. Disseminate information as necessary about the University and Wausau area
- ii. Assist new students with information related to class room location, faculty offices and contact options and support service location
- iii. Manage and coordinate prospective student packets for mailings
- iv. Mail requested information when inquiries arrive through email, mail, or telephone
- v. Request additional brochures for literature racks when necessary
- vi. Maintain literature racks outside of Student Services Office as well as Inside Student Services Office
- vii. Maintain ongoing records of prospective student contacts
- viii. Explain and refer general institutional/campus policies and procedures in response to requests about admissions, financial aid, placement testing, orientation and course enrollment
- ix. Update Student Services website information and Facebook

d. Transcript Requests

- i. Refer students to online transcript request system
- ii. Assist students with transcript request process as necessary
- iii. Serve as contact person for any problems associated with transcript requests
- iv. Refer inquiries regarding status of request to UW Colleges office in Madison

e. UWMC General Information Email Account

- i. Check campus email account daily and forward emails when necessary
- ii. Answer email inquiries when appropriate

f. Manage Campus Monitor System using Carousel program (website program)

- i. Serve as main contact person for Carousel program
- ii. Create new slides when necessary
- iii. Approve slides for display when requested by students or staff

g. Blood Drives

- i. Organize four blood drives per year
 - ii. Advertise for blood drives through on campus displays as well as email students and staff about blood drive dates and times
 - iii. Manage blood drive sign-up sheet and fax to Bloodcenter of Northcentral Wisconsin prior to blood drive
- h. Financial Transactions**
 - i. Receive and process all incoming payments to the Student Services office
 - 1. Application fees, transcript fees, ACT fees, check cashing service fees, placement test fees, FAX service fees, replacement campus ID fees, stamp sales, copying fees
 - ii. Count daily register transactions which includes daily deposit and compile weekly deposit for Business Office
 - iii. Make change for students/staff when feasible
 - iv. Reconcile cash register and maintain cash drawer for daily operations and give vending refunds
- i. Supervise and Train Senior Worker and Student Workers**
 - i. Supervise senior worker through NEW Curative program
 - ii. Assign weekly tasks for senior worker to comply with program requirements
 - iii. Verify hours worked per week for senior worker and submit timesheet.
 - iv. Schedule, supervise and train student workers
 - v. Assist staff with projects as needed
 - vi. Assist in distributing, collecting and copying W2 and I9's for student workers
- j. Manage and update Supervisor and Student Worker manual for front desk operations.**
 - i. Make changes as needed to protocol
- k. Other tasks as assigned.**
 - i. Issue Parking Permits for visitors
 - ii. Maintain campus Lost & Found
 - iii. Responsible for campus master key and ensure the key is always available when needed
 - iv. Maintain sign-out forms for master key use to ensure it is returned after each use
 - v. Serve as concierge for all visitors to the University
 - vi. When needed, check meeting room locations using room reservation software

2. Marketing and Recruitment – 10%

- a. Responsible for data entry and mailings from recruitment software to all potential students
- b. Create letters for mailing to potential students using Microsoft Word mail merge
- c. Record contacts with potential students in recruitment software database
- d. Work with High School Relations Coordinator and Adult Student Initiative Coordinator and others in recording visits and follow up communications
- e. Assist in the maintenance of prospective student contact records as requested
- f. Serve as primary contact for phone, mail and walk-in requests for information from prospective students
- g. Create packets of information for distribution
- h. Train student workers as tour guides

3. Admissions and Registration and Records Back-Up – 10%

a. Admissions

- i. Assist students with Admission process (application and required steps to complete application)
- ii. Record application fees that are received in Student Services and notify Admission's Specialist when an application fee is received
- iii. Assist Admission's Specialist with electronic application retrieval from database when needed

b. Registration and Records

- i. Assist with New Student Registration Sessions
 - 1. Coordinate appointments for small group registration sessions
 - 2. Mail registration booklet as well as other necessary information
- ii. Assist students with log-in information for PRISM, Desire 2 Learn, UWC Email accounts, and computer network

4. Accessibility Services Program – 3%

- a. Assist Records and Registration Specialist with Copying notes for students in the Accessibility Services Program
- b. Utilize log-sheet of students that submit notes for those in the Accessibility Services Program
- c. File notes for students in proper location. (Registration and Records desk)
- d. Assist with exam proctoring when Registration and Records specialist is out of the office
- e. Assist with scheduling exams for those students in the Accessibility Services Program

5. Ambassador Program – 10%

- a. Schedule campus tours
- b. Ensure each tour is guided by an Ambassador or student worker; notify ambassadors through campus email and Facebook account when tours are scheduled
- c. Update and maintain Ambassador Tour guide handout
- d. Review applications, interview, and assist in the selection of ambassadors for upcoming academic year
- e. Serve as tour guide when necessary
- f. Help facilitate Ambassador luncheon in Spring
- g. Assure timely confirmation and participation in campus visit arrangements through communication with high school relations and recruitment staff and residence hall director

6. Placement Testing – 1%

- a. Assist with the registration of students for placement testing according to yearly testing schedule
- b. Serve as backup for placement test scoring
- c. Assist Registration and Records Specialist when recording individual scores as needed

7. ID Card System back-up – 1%

- a. Take photos for Student ID Cards for faculty/staff and all new students
- b. Work with Records and Registration Specialist to ensure an efficient process

8. Financial Aid – 5%

- a. Assist with the review and intake of Award Offers, Verification Documents, Tax Forms, W-2 Forms, and all other documents required for Financial Aid purposes
- b. Troubleshoot problems related to financial aid
- c. Handle mail and paperwork and give all necessary documents to UWMC Financial Aid & Veterans Services Coordinator
- d. Maintain confidentiality handling financial aid forms
- e. E-alert the Financial Aid Coordinator when informational pamphlets and flyers need replenishing

9. Professional Development – Maintain skills through ongoing professional development