

UNIVERSITY SERVICES ASSOCIATE TITLE SERIES DEFINITIONS

I. DEFINITIONS

UNIVERSITY SERVICES ASSOCIATE 1

Positions allocated to an entry level within this title perform duties described at the University Services Associate 2 level, but are under close, progressing to limited supervision.

Positions allocated to the objective level provide routine duties in support of an office or department which is primarily responsible for a student program or a program area unique to higher education. These positions perform program-related and/or administrative functions which support student programs, social programs that compliment classroom learning, instructional programs, or research programs. Positions at this level provide support to administrators, faculty, academic and/or research staff. Positions perform a variety of routine support functions where predetermined policies and regulations are applicable. The worker activities are well defined and require minimal discretion by the employee. Positions may guide the work of student workers or temporary employees). Positions might not have direct interaction with students or direct involvement in the specific student or higher education program area administered by the office or department. Work is performed under close to general supervision.

ROUTINE PROGRAM-RELATED FUNCTIONS:

Positions at this level may provide written and verbal information regarding student admission policies and procedures for graduate and undergraduate programs; establish and maintain initial student information files; compile admission applications and materials; assist students in filling out special forms such as major declarations, add/drop course forms, internship and scholarship applications, athletic eligibility, housing applications, etc.; process and record grade change forms; distribute final grade lists to faculty; code and enter student data; generate mailing of university information to prospective students; schedule course evaluations; authorize students to register for courses; prepare and enter timetable information; prepare course evaluation packets for teaching faculty; respond to and assist with applications and requests for student service; coordinate course enrollment; coordinate textbook ordering; tabulate and summarize student evaluations; maintain class rosters, grade sheets, class assignments; and collect student forms.

ROUTINE ADMINISTRATIVE-RELATED FUNCTIONS:

Positions at this level may type and compose correspondence; schedule and maintain appointments and meetings; verify and reconcile monthly expenditures; compile data; order office supplies and equipment; coordinate office management duties; answer routine inquiries about university or program policies and procedures; screen and direct calls; prepare meeting minutes and written agendas; maintain office records and files; assist with travel arrangements; enter information into a database; maintain database files; open and sort mail; schedule facilities and rooms; operate various office equipment; provide administrative support to search and screen committees; maintain department budget; and prepare end of month reports.

UNIVERSITY SERVICES ASSOCIATE 2

This is the objective level for positions that provide complex duties for a majority of time (more than 50%) under limited, progressing to general supervision, in support of an office or department which is primarily responsible for a program area unique to higher education. These positions perform program-related and/or administrative functions which support student programs, social programs that compliment classroom learning, instructional programs, or research programs. Positions at this level provide support to administrators, faculty, academic and/or research staff. Positions at this level require analytical or independent reasoning and duties are more complex than those performed at the lower level. Positions at this level review program related documents to determine if they meet program requirements and are in compliance with a variety of complex rules and regulations. Consequence of error is greater at this level than the work described at the lower level. Performance of these worker activities requires extensive contact with operating units within the department, between campus departments, affiliated programs offering internships and clerkships, the general public, and may also include contact with students. Positions at this level may guide the work of permanent staff, students or temporary employees. Positions may perform duties listed in the entry level definition above, however the objective level also requires the ability to exercise judgment and independent decision-making along program lines. Positions might not have direct interaction with students or direct involvement in the specific student or higher education program area administered by the office or department.

COMPLEX PROGRAM-RELATED FUNCTIONS:

The following are examples of program areas unique to higher education including typical tasks performed in these program areas.

Admissions: determine current entrance coding for admission of students and enter admission information such as applications, test scores, college transcripts, course authorization and enrollment limits; investigate admission problems and find solutions; counsel prospective students on admission issues and department policies; send student admission or rejection letters; meet with faculty committee to determine improvements in admissions process and implement changes; plan and implement student orientation meetings; interpret university and department policies regarding fellowships and coordinate the selection process for fellowships and awards; prepare immigration documents and forms; verify valid student status in order to process certification letters and immigration documents.

Career Services: plan and coordinate job/career fairs and events; advertise job openings; schedule on-campus interviews; provide clients with career resources and job searches; maintain and organize database of employer contacts; provide information on open positions, internships, and current employment/salary trends (locally and nationally).

Counseling: triage callers or walk-ins to assess appropriate action; prepare advisor packets; create and maintain current student advisement information (placement test scores, transfer analysis, degree audits, credit committee petitions); process course request forms and drop/add forms; assist students with advisement process; order, install, administer psychological, career personality assessments and tests.

Distance Learning Continuing Education: create and distribute marketing material; schedule course offerings; coordinate invoices and other program related financial information; coordinate instructor fee payments, travel, and room arrangements; create and print grade rosters.

Financial Aid: organize and coordinate the annual scholarship application process; create and maintain databases related to the scholarship program; work with admissions office to compile summary materials; draft the budget for scholarship awards; assist with the development and production of scholarship program publications; serve as first line of contact regarding the scholarship program.

Instructional: coordinate timetable development and entries; develop and produce faculty information packet and request forms; determine number of discussions, sessions and room assignments; monitor, raise or lower course registration limits per department policies; update student enrollment changes, adds, and drops on class rosters; prepare daily enrollment audits; troubleshoot student application problems; act as a resource for questions regarding the programs; coordinate course evaluation process.

Registration: coordinate the web enrollment registration process; enter registration data such as applications, test scores, college transcripts, course authorization and enrollment limits; monitor registration patterns; prepare timetable grid for department review and input timetable information; design and develop various databases regarding student demographics; prepare immigration letters of certification for advisor signature; verify grade changes; notify students, faculty and department of incomplete grade; provide students record information to the Dean's Office, Registrar's Office and other campus offices.

Research: assist research staff in preparing federal and non-federal grant proposals, submissions and renewals; prepare technical reports and coordinate the timeliness or report submissions; maintain grant budgets; analyze research protocol content for completeness and process protocols; assist in facilitating international and national research collaboration.

Residence Life: assess and monitor charges to student's account (e.g., damages, facilities, use charges); maintain database (demographics, room assignment preference); insure compliance with Board of Regents Housing Policy; maintain guest housing reservations; process leases.

Social: assist with the development and implementation of social programs that compliment classroom learning; develop and distribute program marketing and promotional materials; coordinate the program registration process; update and maintain catalog listings; prepare and distribute course offerings; coordinate membership sales.

Testing: receive, review and approve proctor approval forms; review and administer exam policy procedures; administer and oversee testing area for classroom and make-up, placement, and self-paced exams; scan and score examinations.

UW Foundation: document and process donations, pledges and disbursements; provide information to public/clients regarding procedures to establish or withdraw from an account; prepare and distribute marketing materials; coordinate the alumni scholarship application and recognition nomination process; process award letters for scholarship recipients; input donor pledges into dataset; generate receipts, track and report donors, coordinate membership relations (i.e., developing and sending renewal letters, developing and sending member acknowledgement letters and processing membership contributions).

COMPLEX ADMINISTRATIVE-RELATED FUNCTIONS:

Positions at this level perform complex administrative functions such as develop program or operating policies and procedures; reconcile budget or grant items; prepare and process grant/financial reports and records; monitor and analyze financial reports; analyze and process for payment invoices, travel vouchers, and other specialized invoices; respond to program specific questions; interpret program policies and procedures; analyze documents and compile program data; serve as liaison for the program with internal and external constituents; procure supplies and equipment;

function as vendor liaison for supplies, equipment, software; lead and/or train staff on program policies and procedures; provide hardware/software support to users; maintain databases; enter program data into complex databases; update and publish program related web pages.

II. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment.

III. RELATED TITLES

University Services Program Associate, Student Status Examiner