Employee Name: XXX
Division: Winona State University
Classification Title:
Prepared By:

Position Control Number: 01114517
Activity:
Working Title:
Appraisal Period: To

EMPLOYEE SIGNATURE/DATE
SUPERVISOR SIGNATURE/DATE

(this position description accurately reflects my current job) (this position description reflects the employee's current job)

POSITION PURPOSE:
This position provides administrative support to the Assistant Vice President for International Services and Programs. This position manages all office functions; coordinates day-to-day management of information, telephones, email, equipment purchases, and maintenance; coordinates meetings; oversees the unit website; assists in the development of unit promotional materials; and supports the AVP in implementation of strategic plans and assessment gathering for the unit as a whole.

REPORTABILITY
Reports to: Assistant Vice President for International Programs and Services
Supervises: 1-3 work-study students

DIMENSIONS

Budget: Assists the AVP in overseeing the International Programs and Services cost centers of over $500,000.

Clientele: This position interacts with the entire university community, including faculty, administrators, staff, international and U.S. students, admissions office, residence life, business office, registrar’s office, international contacts, alumni, and parents. This position also interacts with residents in the local Winona community and the local region.

Make 3 Copies: Employee, Supervisor, Personnel Office
Principle Responsibilities and Tasks

1. Manages the daily functions of the office of the AVP for International Programs and Services.
   - Develop and implement policies and procedures for the office of the AVP which oversees all aspects of International Programs and Services
   - Answer questions and respond to a variety of inquiries concerning international programs and services, referring non-routine matters to the AVP.
   - Coordinate data gathering as directed by the AVP, maintain spreadsheets and up-to-date information
   - Serve as front desk staff, answer the phone, serve as receptionist.
   - Conduct research to assist in decision making on programmatic and strategic directions for the unit.
   - Access ISRS and Hobson’s Connect as needed.
   - Assist with the preparation of annual reports, benchmarking measurements, and data gathering.
   - Maintain current professional memberships for the AVP.
   - Assist in the development of the agendas for the unit staff meetings, attend, and record minutes.
   - Plan and organize special events or functions, such as for visiting scholars or dignitaries or exchange partners.
   - Copy, collate, and word process as needed for the AVP.
   - Assist in the management of crisis planning and intervention relation to WSU students and faculty studying/working overseas, in collaboration with the AVP and other unit staff.
   - Process internship application forms for review by the AVP and other unit staff.
   - Make travel arrangements for the AVP.
   - Keep track of supplies and materials.
   - Monitor and maintain all office equipment.
   - Process and route mail, emails, faxes.
   - Schedule meetings.
   - Organize and maintain an efficient filing system.

   Priority: A    Discretion: A    Percent of Time: 30%    Essential Function: Yes

2. Assist the AVP in budget management for International Programs and Services.
   - Monitor disbursements, reconcile discrepancies, transfer funds when appropriate, and prepare monthly reports.
   - Analyze and project needs for budget development as part of strategic planning.
   - Initiate, process, record, and monitor all travel requests.
   - Maintain Excel spreadsheets as needed to monitor cost centers.
   - Manage P-card expense reporting, travel reimbursement forms, and other required interaction with the Business Office.

   Priority: A    Discretion: A    Percent of Time: 30%    Essential Function: Yes
3. Collaborate with the AVP and colleagues in International Programs and Services to develop and implement strategic, marketing, and promotional strategies.
   - Work on designs of new (and/or update old) forms, handbooks, and promotional materials (such as a Study Abroad Student Handbook, Travel Study Faculty Handbook, Five Myths of Study Abroad handout, Major/Minor Study Abroad toolkit, Approved Program List, etc.).
   - Continually review and monitor website information, ensure that information is accurate and that policies and procedures are updated.
   - Collaborate with other departments on campus to enhance marketing and promotional efforts, such as Marketing, the Foundation, Registrar, Web Communications, etc.

   Priority: A       Discretion: A       Percent of Time: 30%       Essential Function: Yes

4. Supervise and train student workers.
   - Recruit, interview, select, and hire (making final decision) student employees.
   - Maintain Student Worker budget and sign and submit time sheets when due.
   - Train, coordinate, and direct student employees in policies, procedures and equipment.
   - Monitor student time sheets, making sure assigned hours are within the amount awarded, record hours worked and monies earned for office records and verify budget printout.
   - Coach student employees and, if needed, reprimand and discharge student employees if office policy is violated.

   Priority: A       Discretion: A       Percent of Time: 10       Essential Function: Yes
POSITION DESCRIPTION C

NATURE AND SCOPE: (RELATIONSHIPS; KNOWLEDGE, SKILLS, AND ABILITIES; PROBLEM-SOLVING AND CREATIVITY; AND FREEDOM TO ACT)

RELATIONSHIPS:
This position provides clerical and administrative services for the Assistant Vice President for International Programs and Services. There is frequent contact with faculty, students, other offices on campus and the general public. The position requires good oral and written communication skills. The ability to communicate in a clear, culturally sensitive, and diplomatic manner is important.

KNOWLEDGES, SKILLS, AND ABILITIES:
Minimum Qualifications:
Math-Sufficient to add, subtract, multiply and divide when working with budgets. Typing
Keyboarding(40WPM)-Sufficient to draft correspondence for the unit. Data Entry Performance-Sufficient to enter budget information into ISRS and Excel. English(Speaking and/or Writing and/or Reading Orally)-sufficient to communicate with students and customers of the department via email, telephone, and in person, Word Processing-sufficient to draft correspondence for the unit, Spreadsheets-sufficient to enter budget information and student information into databases and manipulate the data, Bookkeeping-sufficient to enter data into Excel and to monitor the department budgets and make recommendations on discrepancies, and Customer Service Skills-sufficient to serve as the receptionist for the office.

Preferred Qualifications:
- Ability to use office equipment: computer, scanner, copier, and corresponding software/programs such as Microsoft Office, Outlook, and website software.
- Ability and willingness to learn how to use new equipment and new computer software/programs.
- Ability to demonstrate lead work skills necessary for operating an office.
- Excellent oral and written communication and human relations skills.
- Ability to demonstrate critical thinking skills to make decisions independently.
- Experience living with or working in multicultural or multilingual communities.
- Experience in higher education.

PROBLEM SOLVING:
This position requires the ability to recognize problems so that satisfactory solutions can be worked out in a timely manner. Creativity, analysis, and research skills are essential. This person will be able to identify problem areas and offer potential solutions (i.e., developing procedures to meet the needs of the unit, devising improved procedures, designing forms to streamline unit policies/procedures, etc.). This individual must be able to learn to work within the frameworks established by the larger WSU and MnSCU systems. This position deals with faculty, students, parents, domestic and international visitors, local community members, and other WSU constituents. This individual must be able to work independently and prioritize a multitude of tasks and be flexible to meet the challenges.

FREEDOM TO ACT:
This position performs duties with minimal direct supervision. The individual is free to act independently and bring matters to resolution within the scope of his/her authority. The individual must demonstrate initiative, good judgment, have a high expectation of autonomy and is allowed discretion. High level skills in planning, organizing, and facilitating all activities are needed.