

Employee Name:
Division: Winona College of Education
Classification Title: Office & Admin Specialist, Sr.
Prepared By: Dean Tarrell Portman

Position Control Number: 01113982
Activity:
Working Title: Office Manager
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:

To provide administrative oversight for the College of Education which includes 5 Centers (Center of Clinical Practice, Center for Assessment and Accreditation, Center for Collaboration Partnership and Professional Development, Office of Teach Success, Children’s Center and the Outdoor Recreation Center. This position also provides assistance to the Dean, faculty and staff and serves as one of two positions in the Dean’s Office that is a campus expert and resource for issues related to the College of Education. Serve as a lead worker to the 6 other administrative assistant positions for the college. This position is one of two positions that has programmatic oversight of the 9 departments and 5 centers within the College of Education.

REPORTABILITY

Reports to: Dean of the College of Education

Provides Lead work: Functional management of 6 AFSCME OAS Intermediate positions

Supervises: 4-5 student workers.

DIMENSIONS

Budget: Provide daily oversight of a budget totaling approximately \$1,300,000.00. Working knowledge of the College of Education budgets and cost centers. Responsible for coordinating budget reports for the Dean of Education. Communicate and coordinate with various personnel in the Budget Office.

Clientele:

- Department Chairpersons/Program Directors: Counselor Education; Education Studies; Education Leadership; Rochester Education, Sports Management, PE Teaching, Early Childhood and Elementary Education, and Special Education.
- Center Directors
- Full time faculty within the College
- Part-time faculty within the College
- Staff within the Dean’s Office
- Current students, potential students, MnSCU staff, and members of the general public

Principle Responsibilities and Tasks**1. Provide high-level administrative support to the complex work of the Dean of the Winona State University College of Education.**

- Coordinate and foster collaboration among all college faculty and staff on the Rochester and Winona campuses.
- Continually review current policies and procedures and implement policy changes and adjust office processes as necessary to ensure compliance.
- Inform & assist students, parents, faculty, and staff on proper policies/procedures of the college, the university, & the MnSCU system.
- Research and respond to problems and complaints to find solutions for students, faculty, and other staff.
- Coordinate workflow and process management projects. This would include process mapping, identifying areas of waste and creating procedures. Implement and train faculty, staff and students on the change of process.
- Serve as lead worker to co-workers and student employees in specific tasks and procedures to improve and maintain performance levels.
- Serve as the primary administrative assistant for the Dean's calendar, including the scheduling of meetings and appointments, prioritizing and managing multiple requests, documenting appointment details, researching and preparing information for meetings and events, and coordinating follow-up appointments and actions.
- Coordinate, schedule and plan regular meetings or special events including arrangements for space, technical support, meals, registration, awards, programs, information packets, and guest accommodations.
- Maintain a system for filing and retaining documents, print and electronic, public and confidential in accordance with federal and state law, MnSCU and University policy, and Office procedures.
- Assist with the preparation of written correspondence, presentations, administrative reports, and other documents including gathering initial information, researching key elements, drafting initial documents for review, and producing and disseminating final written work documents according to specified timelines and by due dates.

Priority: A**Discretion: A****Percent of Time: 30****Essential Function: Yes****2. Serve as one of two resource experts for the College of Education and its diverse programs. Monitor daily university deadlines for the College of Education and advise the Dean, Department Chairpersons, and Department Administrative Assistants on deadlines**

- Assist Dean with process for faculty promotions, professional development plans/reports and requests for professional improvement grants. Work with department faculty/staff to ensure compliance in these areas and advise on necessary changes.
- Evaluate and process all faculty generated forms.
- Continually review faculty and Dean's Office forms for efficiency. Revise and update forms as needed and analyze and determine where efficiencies can be made with technology.
- Work with Provost's Office on academic issues involving the College of Education that are confidential and sensitive in nature.

Priority: A**Discretion: A****Percent of Time: 20****Essential Function: Yes**

3. Daily management of the College of Education Cost Centers totaling \$1,300,000 in balances, tracking expenditures and cost allocations to ensure the quality and integrity of the programs and the fiscal health of the College of Education.

- Review Dean’s cost centers for sufficient funds required for upcoming charges.
- Run cost center reports and maintain spreadsheet balances of all cost centers, keeping the Dean informed of the financial status.
- Determine budget shortfalls and ensure appropriate and timely transfer of funds at the end of the year and request carry forward.
- Manage budget reports; prepare fiscal projections; advise the Dean and assist in the development of budgets.
- Create contracts, requisitions, and invoices for multiple costs centers using MnSCU templates and following MnSCU guidelines.
- Develop processes to streamline budget procedures and provide up-to-date, accurate information on expenditures and cost centers.
- Serve as the primary purchasing agent for the Dean, including, but not limited to, ordering supplies, preparing purchase orders, reconciling purchasing cards, and cost center authorizations.

Priority: A Discretion: A Percent of Time: 20 Essential Function: Yes

4. Review and Edit Class Schedules and Faculty Contracts

- Scrutinize all TCF’s (Term Course Form) to make sure information is correct, approve and forward via workflow.
- Correct and update course information directly in ISRS.
- Work with the department chair to correct potential scheduling problems.
- Process fall and spring adjunct and overload contracts as well as summer faculty contracts verifying for accuracy before approving and forwarding to the dean via workflow.
- Initiate new faculty contract requests consistent with collective bargaining agreement.
- Evaluate and process fiscal year contracts for returning faculty according to Human Resources guidelines in accordance with the “Contract Roll”.
- Meet with Human Resources personnel to confirm fiscal year faculty contracts.
- Create Faculty Load Study spreadsheet by fiscal year comparing load (teaching, research release, chair release, overload, itv, etc.) for accuracy.

Priority: A Discretion: A Percent of Time: 10 Essential Function: Yes

5. Provide leadership for all College of Education Intermediate level Office and Administrative Specialists.

- Conduct monthly meetings to ensure cohesiveness in all areas of the College of Education.
- Analyze, develop and implement procedures which will provide a seamless workflow between the various levels of authority in the College of Education.
- Assess individual’s capabilities and provide training and coaching to maintain efficient and up-to-date skills needed to support the faculty, staff and students of WSU.

Priority: A Discretion: A Percent of Time: 20 Essential Function: Yes

POSITION DESCRIPTION C**EMPLOYEE NAME:**

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

RELATIONSHIPS: This position serves the College of Education with the complex responsibility of coordination with the department chairpersons, directors and their administrative assistants for the efficient operation of the academic administration in these areas. Constant contact is maintained with the chairpersons/directors and their administrative assistants by email, telephone, written communication, personal contact, as well as daily contact with other administrative offices.

The Dean's Office reports to the Academic Vice President; coordinates directly with the other Deans; and serves students, faculty members, prospective students, applicants for faculty positions, program review consultants, officials of the State Departments of Education and Public School Districts; officials and team members of the NCA (north central Association) and NCATE (National Council for the Accreditation of Teacher Education); and visitors. The Dean's administrative assistant supports the Dean with his/her additional all-university responsibilities of federal, state, and other grant coordination; as well as their major responsibilities of course scheduling on the computer system, utilization of faculty allocations, hiring of new faculty members and part-time faculty when needed, controlling their departments' travel monies, and all related matters that need the Dean's approval. Within for the departments under his/her supervision.

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 Dean, **Data Entry Performance**-Sufficient to enter budget information into ISRS and to initiate TCFs, **English(Speaking and/or Writing and/or Reading Orally)**-sufficient to communicate with students and customers of the department via email and in person, **Word Processing**-sufficient to draft high level correspondence for the Dean and departments and to edit and format correspondence using numerous functions in Word (headers and footers, inserting pictures), and sufficient to conduct mail merges, **Spreadsheets**-sufficient to enter budget and student information into databases and develop and modify the spreadsheets using EXCEL features such as formulas (SUM, AVERAGE and COUNT), Sort & Filter functions, graphs and mail merge, **Bookkeeping**-sufficient to monitor the department budgets and make recommendations on discrepancies, **Customer Service Skills**-sufficient to serve as the receptionist for the Dean's Office, **Lead Work Skills**-sufficient to provide leadership and delegate work to the other Administrative Assistants in the College of Education and **Development of Administrative and Programmatic Procedures**-sufficient to continually review and edit departmental policies and procedures in collaborations with the Dean.

Preferred Qualifications:

- Ability to demonstrate strong interpersonal communication and time management skills
- Ability to demonstrate professionalism in working with a high degree of confidential information.
- Working knowledge and expertise in computer software applications such as Microsoft Office, Outlook email and calendar management,
- Ability to learn the skills needed to operate the University systems.
- Experience with Visio (or similar software) creating diagrams and organizational charts.
- Working knowledge of Access and creating an Access database.
- Working knowledge of Qualtrics functions.
- Experience with advanced EXCEL functions such as VLOOKUP and Pivot Tables.
- Experience with workflow and process management. This would include process mapping and creating procedures based on the process at hand. This individual should also be able to identify areas of waste in a process and work to eliminate those areas. Experience with creating standard operating procedures is preferred.
- Experience in an academic environment and/or MnSCU system environment is preferred.
- Experience in a labor union environment preferred

PROBLEM SOLVING:

This position works directly and independently with different shareholders under the College of Education, some of which involve very sensitive situations (e.g., student or faculty complaint or illness, accreditation issues, policy violations); therefore, this position requires the ability to assess the situations and identify solutions in a timely and appropriate manner to ensure the quality and the integrity of the College of Education and the safety of students and faculty engaged.

This position requires the ability to know what to inform under different situations in compliance with MnSCU data privacy act, when to inform and whom to inform. This position also requires the ability to know when to inform WSU officials and when to consult with the Dean. In these capacities, the person in the position must possess excellent critical thinking skills.

This position must be flexible to meet the challenges created by an ever-changing academic environment and an ever-adapting Dean's office. Problem solving for this position also involves a wide range of transactions in minimal time including organizational scheduling skills, working with staff in the university's business/purchasing/budget/travel areas, and applying WSU and MnSCU policies and procedures to a variety of situations. A positive customer service approach to working with internal and external customers on the phone, in person, and through correspondence is required.

FREEDOM TO ACT:

This position by virtue of screening, referring and responding to virtually all contacts with the dean's office performs duties with minimal supervision. Incumbent is expected to perform difficult and varied tasks and must demonstrate good judgment and initiative with considerable independence. Non-routine matters are discussed with the Dean.