

**MINNESOTA STATE COLLEGES AND UNIVERSITIES
OFFICE OF THE CHANCELLOR**

POSITION DESCRIPTION A

Employee Name:	Position Control Number: 01114236
Division: Winona State University	Activity:
Classification Title: Office & Admin. Spec.	Working Title: Office Administrative Assistant
Prepared By:	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 exists to manage the administrative office functions for the multi-site (3) WSU Children's Center Programs. This position has daily oversight to ensure smooth and efficient day-to-day operations and ensure all records are maintained in accordance with federal and state law, policies and procedures; the position requires close collaboration with internal as well as external offices such as state and federal licensing and grant-making agencies. This includes maintaining and refining operations for the following functions: enrollment, tuition billing and collection, student staff records, food program management, and operating budget review. This position also serves as a receptionist for the Children's Center and provides exceptional and high-level customer service to a diverse population of children, families, students and staff.

REPORTABILITY:

Reports to: Director of the WSU Children's Center Programs

Supervises: Functional management and supervision of 60-70 student workers.

DIMENSIONS

Budget: Assists the Director in managing departmental budget of \$1,200,000. This position is responsible for reviewing revenue generated and program expenditures as well as making recommendations for transfers and carry forwards that calculate cost projections for future years. This position manages the daily tracking of all cost centers associated with the budgets and identifies any issues to make recommendations for adjustments.

Clientele:

- Center Director
 - Full-time professional staff (12)
 - Center's children and their families (200+)
 - Program partners (Head Start, District #861, etc.)
 - Prospective families and staff
 - Staff within the Dean's Office
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Make 3 Copies: Employee, Supervisor, Personnel Office

Principle Responsibilities and Tasks**1. *Develops implements & maintains office procedures for the WSU Children's Center programs. Serve as the department expert in utilizing and managing the ProCare database.***

- Prioritize all work that comes through the office and determine the most efficient means of completing all work
- Review, analyze, create and implement new procedures utilizing emerging technologies (i.e. SharePoint sites, customized orientation schedules, advanced Excel functions, etc.) to respond to needs of the Children's Center administrative operations
- Create, process, and maintain children, family, and staff data using ProCare and other applicable software programs including:
 - a. Tiered and dated enrollment waiting list data base
 - b. Enrollment documents including personal, financial, and health information for each child
 - c. Classroom attendance, food service, and billing schedules
 - d. Student staff personnel and training records as mandated by University and Department of Human Services state licensing requirements
 - e. Run queries, reports and generate tables charts and graphs upon request from databases utilized to assist with center planning
- Serve as lead worker to co-workers and student employees in specific tasks, technologies and procedures to train, improve and maintain performance levels of office administration
- Procure office supplies and equipment needed for the department to function at peak levels
- Design various office brochures, forms and schedules
- Submit work orders for repairs to maintain facilities directly related to the Children's Centers, Wabasha Hall, and playgrounds
- Assign student workers to tasks which maintain office operations such as:
 - a. Sort and distribute Center mail, packages, and faxed information
 - b. Inventory and maintain adequate supply of program forms, paper products and consumable materials (paper, paint, glue, etc.)
 - c. Maintain departmental bulletin boards and display areas with timely postings of important notices and community resource information (mandated federal/state postings, family human services resources, community activities, and special interest, etc.)

Priority: A**Discretion: A****Percent of Time: 30****Essential Function: Yes****2. *Oversee Children's Center front desk, communication and customer service operations.***

- Greet clientele (enrolled and prospective) and provide accurate program information
- Answer and respond to Center telephone calls and email messages
- Provide administrative support to staff, students and families on program and university procedures and policies.
- Contact prospective families using established waiting list protocols
- Schedule orientation sessions for new families and student staff
- Monitor ongoing department deadlines and advise appropriate staff and student personnel as to deadline for schedules, required center documents, etc.
- Refer communications to appropriate source(s) for assistance or completion

- Assist in the development and updating of Center web, SharePoint and other technology functions
- Maintain alumni list to track children and staff program graduates

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

3. *Provide the Children’s Center director with confidential administrative support and manage overall functioning of the program’s daily office operations to enhance and maximize the efforts of the Director and maintain programs operating requirements enforced by external regulatory agencies. Act as liaison for the Director with other offices and partners, staff, students and their parents. To perform other duties as assigned by director.*

- Manage federal Child and Adult Care Food Program (CACFP) grant food program documentation
 - a. Complete daily and monthly food program data input required for grant reimbursement; including participant attendance, food service, and food production records.
 - b. Submit monthly food program claims for program reimbursement for milk and food served at all program sites
 - c. Communicate with contracted food service provider regarding required food production records and confirm weekly meal count numbers for Children’s Center program sites
 - d. Stay current in current in changing requirements posted by the USDA for the CACFP
- Prepare, submit and track partnership (e.g. Head Start, School District,) and Department of Human Services invoices for program services provided for children who meet requirements of each of these child care subsidy programs. The OAS will work with personnel in the WSU business office and agency representatives at each of the partner organizations to assure timely payment and collection of fees as negotiated through contracts with each partner
- Assist the director in the compilation of program statistic, financial and demographic information required by licensing (Department of Human Services), accrediting (NAEYC)and funding agencies in ongoing reports. The OAS may be asked to analyze documents, synthesize records into a report, be listed as a secondary contact on the submitted reports
- Create, monitor and compile reports using the Qualtrics survey program
- Perform other duties as assigned by the director related to center program events and activities

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

4. *Managing tuition and billing systems as well as tracking daily expenditures and cost allocations of cost centers under the Director of the Children’s Center, totaling \$1,200,000 in balances to ensure the quality and integrity of the programs and the fiscal health of the Children’s Center programs.*

- Manage ProCare data base system used for generating and monitoring family accounts
- Collaborate with WSU Business Office so that tuition statements generated by the Pro Care system interface with the MnSCU ISRS system and accurately accounts family tuition balances. Review and analyze family account information to ensure correct billing.
- Monitoring family accounts for payment and sending past due notifications
- Submitting monthly attendance and account information to agencies providing parent child care tuition subsidies- Department of Human Services, Minnesota Early Learning Scholarship, Head Start, etc.
- Assist with the preparation and submission of necessary forms for reimbursement of expenses
- Design, monitor and analyze cost center balances so that regular reports can be made to the director.
- Make recommendations on strategies to provide more cost effective methods.

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 as the central coordinating and administrative point for providing administrative, clerical, and receptionist services within the Children's Centers programs (both on & off campus). There is direct and frequent contact using telephone, fax, e-mail, and written communication with university and community members. This position also directly serves students, staff/faculty, families, community partners and visitors. The Children's Center Director reports to the College of Education Dean and interfaces with program review consultants, officials of the State Departments of Education and Human Services; university program faculty and many visitors. The Center's administrative assistant supports the Director with his/her additional responsibilities including federal, state, grant coordination, and daily operations.

KNOWLEDGES, SKILLS, AND ABILITIES:**Minimum Qualifications:**

- **Customer Service Skills**-sufficient to serve as a receptionist and to have consistent correspondence with diverse and at risk children and families.
- **English(Speaking and/or Writing and/or Reading Orally)**- sufficient to communicate with customers in person, via phone and written materials
- **Math**-Sufficient to add, subtract, multiply and divide when working with budgets, weekly billing, invoice payment, ordering supplies and preparing Center paperwork.
- **Data Entry Performance**- Sufficient to enter and read data in Excel, Access, and ISRS forms. Typing (40WPM).
- **Word Processing**-sufficient to draft, edit and format correspondence using numerous functions using Word features such as (headers and footers, inserting pictures and tables), 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 manage budgets and make recommendations on discrepancies
- **Lead Work Skills**-sufficient to provide leadership and delegate work to student workers.
- **Development of Administrative and Programmatic Procedures**-sufficient to continually review and edit and implement policies and procedures.
- Must be first aid and CPR trained within 30 days of employment.
- Must submit to and successfully pass a State of Minnesota Department of Human Services Division of Licensing Background Study Form prior to the first day of employment

Preferred Qualifications:**Knowledge of:**

- Children's Center, University, and MnSCU policies and procedures
- Microsoft Office Products including: Word, Excel, and PowerPoint
- Office equipment including: computers, scanners, laser printers, copy machines, laminators, phone systems, and fax machines.
- Dreamweaver, Contribute, Red Dot and/or FrontPage
- Department of Human Services Rule 3 Child Care licensing procedures and laws.
- Data Privacy/Confidentiality rules and regulations

Skills:

- 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.
- Learn the MnSCU ISRS application and ProCare software.
- 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.

Ability to:

- Ability to demonstrate professionalism in working with a high degree of confidential information.
- Demonstrate good communication skills (both oral and written)
- Demonstrate excellent human relations skills to interact effectively with a variety of customers including English Language Learners
- Demonstrate attention to detail and the ability to follow instructions.
- Provide work direction to work study students assigned to the office
- Demonstrate good decision making skills so that a routine flow of activities can be carried out and emergency situations can be identified and handled appropriately.
- Carry out administrative and supervisory functions independently.
- Work flexible hours during some weeks to accommodate evening and weekend Center meetings and programs.

PROBLEM SOLVING:

This position requires multiple problem solving abilities and some creativity. Employee must deal positively with parents, students, staff, community partners, and visitors as questions and problems arise on a daily basis. This requires a strong working knowledge of Center policies and procedures that can be used flexibly and consistently when dealing individually with people and situations. The position also requires the ability to collect, assemble and analyze information from a variety of sources to make practical decisions regarding the job duties listed in this description. Employee must be adaptable to meet the challenges created by ever-changing Children's Centers programs and external requirements of state/federal licensing/accrediting agencies.

A major problems-solving area is being able to recognize true problems so that satisfactory solutions can be worked out. He/she must deal with irate children, families, students and/or staff, handle problems with registration, problems dealing with the computer, general customer questions, etc., and must be able to determine which situations can be handled by the Administrative Assistant and which ones really need to be referred to the director. The Center Director's administrative assistant must be able to prioritize a myriad of tasks and multi-task to ensure that all deadlines are met and that operations run smoothly.

He/she has opportunity for creativity by devising and preparing forms and procedures for use through the center; by updating and improving procedures used through the university.

FREEDOM TO ACT:

The employee makes many of the decisions in the operation and management of the office, many times having to answer inquiries and bring matters to resolution in the absence of the director. The staff member is free to act according to "best judgment" on center matters as described in the position description. The employee is expected to take initiative within specific areas of responsibility and with problem solving and is expected to know when to refer problems to the Director. The employee meets regularly with the Director to align, suggest, devise and implement new Center procedures.