
Employee Name:	Position Control Number: 01089298
Division: Winona University	Activity:
Classification Title: OAS Senior	Working Title:
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 manages administrative processes, online tools, and special event planning for the Minnesota HealthForce Center of Excellence including all purchasing, vendor relations, facility arrangements, project management resources, and online database and communication tools used by students, faculty and business partners. This position also supervises student workers. This position is also responsible for daily oversight of the Center's budget and making fiscally responsible recommendations to the Director.

REPORTABILITY

Reports to: Director of the Center of Excellence
Supervises: 2-4 Student workers

DIMENSIONS

Budget: Daily oversight of HealthForce Minnesota budget totaling \$1 million.

Clientele: The clientele includes the Center's education and industry partners, Minnesota State staff, university presidents and vice presidents, administration, faculty, department chair persons, program directors, undergraduate and graduate students, alumni, and other administrators as well as the general public and community leaders in business, education and industry.

POSITION DESCRIPTION B

EMPLOYEE NAME:

Principle Responsibilities and Tasks

1. Serves as the Office Manager for the Center.

- Coordinate and monitor the administrative activities of the Center to ensure efficient and effective operation
- Develop and implement, in consultation with the Executive Director, the administrative policies and procedures to reinforce administrative functions of the Center
- Serve as a liaison between the Center and other units of the partner institutions
- Coordinate Center staff searches, EEO/Affirmative Action procedures, candidate interviews and supplementary hiring procedure paperwork
- Develop and maintain on-going recordkeeping system for all administrative aspects of the Center
- Implement new office procedures and training for support staff as needed
- Prepare reports, proposals, projects and correspondence pertaining to the Center as assigned by the Executive Director
- Provide administrative support to the ongoing operations of the Center
- Manages all purchasing activities including research, negotiation and relations with vendors, contract preparation, internal purchasing procedures, and invoicing from service providers
- Establishes working relationships with appropriate personnel from other departments, institutions and vendors to assure timely and accurate purchasing of needed products and services
- Researches vendors to assure acquisition of quality products at optimal value points; negotiate specifications with vendors and prices when possible
- Prepares a variety of contracts for educational and professional services and manages invoicing and payment procedures
- Creates and maintains a reliable and easy-to-retrieve system to track spending activity for troubleshooting and reconciliation purposes
- Provide administrative support to the Executive Director
- Provide administrative support to Center staff

Priority: A Discretion: A Percent of Time: 40 Essential Function: Yes

2. Provides primary support for online technology (website, student portal, database, online survey tool, email utility, project management application) that facilitates communication and information sharing among the Centers' various stakeholders (students, faculty, staff, business partners)

- Reviews and updates Center website on a regular basis and works with other content providers to assure currency and accuracy of content
- Manages the Center's registration and outreach sites to assure that job postings, employer registrations, special events, and other resources are functioning and troubleshoots problems for all users
- Alerts staff to possible sources of customer dissatisfaction and offers suggestions for improvements in products and processes based on customer feedback and questions
- Support Center staff in utilization of online tools

Priority: B Discretion: A Percent of Time: 15 Essential Function: Yes

3. Serves as Center's special events planning specialist and day-of-event coordinator

- Serves as the primary event planning resource for staff, faculty and project teams to help facilitate successful production of a wide range of events, such as guest speakers, student competitions, board meetings, Center planning sessions, promotional events, etc
- Serves as point of contact for Center-affiliated groups that offer partnerships in conjunction with the Center.
- Works with vendors to contract for any promotional materials, catering, accommodations, and space and technology needs
- Produces supporting materials for events such as rosters, sign in sheets, name tags, signage, etc
- Be present on the day of the event to organize registration, volunteers, catering, traffic flow and other logistics, as needed.

Priority: A Discretion: A Percent of Time: 15 Essential Function: Yes

4. Provides logistics support for continuing education courses, conferences, seminars and customized training projects.

- Responsible of organizing the Center's procedures and guidelines to support its continuing education courses, seminars and customized training projects
- Serves as the primary planning resource for staff, faculty and project teams to help facilitate successful production of courses, conferences, seminars and customized training projects.
- Serves as the Center's technical expert for the Integrated Statewide Record System (ISRS).
- Point of contact for registration staff who are inputting registrants into ISRS
- Produce attendance lists for day of event
- Works with vendors to contract for any promotional materials, catering, accommodations, and space and technology needs. Knowledge of process for payment of services for each event.
- Be available on the day of the event to organize registration, volunteers, catering, traffic flow and other logistics, as needed.
- Point of contact for providing needed handouts, textbooks, nametags, etc.

Priority: A Discretion: A Percent of Time: 5 Essential Function: Yes

5. Daily oversight and monitoring of the HealthForce Minnesota budget.

- Review and analyze budgets and assist Director with estimating budget projections.
- Inform the Director of budget disbursements and balances.
- Make recommendations for budget transfers.
- Prepare annual data for budget planning prior to fiscal year end.
- Run reports/queries to advise Director on budget issues.
- Review invoices and budget dollars and make recommendations to Director as to approval to pay.

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

6. Facilitate the processing of Contracts for the Center.

- a. Communicate with consultants/vendors on the appropriate steps necessary to initiate a contract.
- b. Serve as a liaison to consultants/vendors on the contract questions. Refer non-routine matters to the Director of Legal Affairs.
- c. Review paperwork for contracts to ensure completion and accuracy. Ensure that paperwork is processed in a timely manner.

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

7. Supervise student workers.

- a. Interview, hire, train, discipline and discharge student workers.
- b. Review daily work assignments of students, checking for accuracy and completion.
- c. Coordinate work schedules for student employees, and sign timesheets.
- d. Reviews the technical aspect of employees' work products and provides training as needed

Priority: A Discretion: A Percent of Time: 5 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 person will have extensive contact with external customers and personnel within WSU. External customers include students, prospective students, representatives from business and industry organizations, Minnesota State Office of the Chancellors and collaborating agencies. Partner personnel include faculty and staff from functional areas such as business offices, scheduling and facilities, food service, and other auxiliary services.

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 Director, **Data Entry Performance**-Sufficient to enter budget information into ISRS and to create reports, **English(Speaking and/or Writing and/or Reading Orally)**-sufficient to communicate with customers of the department via email and in person, **Word Processing**-sufficient to draft high level correspondence for the Director 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 customer 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 Office, **Lead Work Skills**-sufficient to provide leadership and delegate work to the students, and **Development of Administrative and Programmatic Procedures**-sufficient to continually review and edit departmental policies and procedures in collaborations with the Director.

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.
 - Ability to demonstrate excellent interpersonal skills sufficient to work with a diverse range of people and understand customer needs.
 - Ability to demonstrate excellent customer service skills and a professional image sufficient to project a positive image of the Center.
 - Ability to demonstrate organizational skills sufficient to manage multiple priorities and meet deadlines.
 - Database management experience sufficient to work with ISRS and EXCEL and Access

PROBLEM SOLVING:

Problem solving and creativity is a constant in this position. The executive director confers with the incumbent in this position about problems and creative solutions. The ability to manage time is crucial under “creativity” as this person needs to manage available resources to their maximum effectiveness.

FREEDOM TO ACT:

This person in this role is expected to act independently, exercising independent judgment daily. In addition, the person is expected to assume a high degree of initiative to anticipate and solve problems based on his or her knowledge and experience with administrative processes. The person will consult on a daily basis with other Center staff in regard to project progress or problems, but is also expected to offer suggestions and alternate courses of action for problem resolution. This role is part of team-oriented work environment and requires a person who will assume responsibility not only for his or her assigned duties, but also for additional tasks that contribute to the broader outcomes of the Center.