

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

POSITION DESCRIPTION A

Employee Name:
Division: Winona State University, Warrior Success Center
Classification Title: Office & Admin Specialist, Sr.

Position Control Number: 00231700
Activity:
Working Title: Office Manager-Warrior
Success Center
Appraisal Period: To

Prepared By: Paul Stern

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 management and operational oversight for the Warrior Success Center (WSC), a comprehensive academic support unit that includes Advising, Career Services, Tutoring, and Access Services. The incumbent serves as the central coordinator for WSC front desk operations, student-facing customer service, and student worker supervision. The position ensures smooth daily operations, effective service delivery, compliance with university/Minnesota State Colleges and University system (MinnState) policies, and strong collaboration with other WSU offices such as Admissions, Financial Aid, the Registrar, and the Warrior Hub.

This role balances direct student and customer interaction with administrative responsibilities such as office procedures, budget monitoring, event coordination, and supervision of student employees. The Office Manager plays a critical role in presenting the first impression of the WSC to students, families, faculty, and community members.

REPORTABILITY

Reports to: Director, Warrior Success Center

Provides Lead work to other department student workers (4); collaborates across the Warrior Success Center, Warrior Hub, and all of Enrollment Management.

Supervises: Functional supervision of Front Desk (6-7 student workers). Functional supervision of placement test proctors (4-5). Direct supervision, hiring, and training of all Warrior Success Center student workers (5).

DIMENSIONS

Budget: Assists with office supply and program budget monitoring; tracks expenditures for major WSC events (Orientation, New Student Registration, Placement Testing). Assists Director in managing departmental operating budget of \$150,000 with numerous accounts.

Clientele: Daily interaction with students, parents, faculty, staff, administrators, and external stakeholders such as employers and community partners.

Make 3 Copies: Employee, Supervisor, and Personnel Office

Principle Responsibilities and Tasks

1. Develops, implements, and maintains office procedures for the Warrior Success Center.
 - Inform and assist students, parents, faculty, and staff on proper policies/procedures of the department, the university, and the MnSCU system.
 - Research and respond to problems and complaints to find solutions for students, faculty, and other staff.
 - Provide support across the WSC and to the WSC director to maintain high level, student centered work environment.
 - Analyze student needs to develop office procedures and programs to meet their demands.
 - Create and implement new procedures utilizing emerging technologies (i.e. AdvisorTrac, SharePoint sites, customized orientation schedules, etc.) to respond to needs of the department, students, and faculty.
 - Serve as lead worker to co-workers and student employees in specific tasks and procedures to improve and maintain performance levels.
 - Use ISRS, AdvisorTrac, DARS, Knowledge Lake, EMS, Handshake, and other systems to support student services.
 - Procure office supplies and equipment needed for the department to function at peak levels.
 - Design various office brochures, forms, and schedules.
 - Train staff on technologies needed to assist students and perform duties.

Priority: A**Discretion: A****Percent of Time: 25%**

2. Oversee Warrior Success Center (WSC) front desk.
 - Keep the front desk personnel informed of WSC department policies, procedures, emerging issues, and needs.
 - Schedule and hold regular meetings with front desk staff.
 - Ensure student employees are knowledgeable of current laws (FERPA), policies, and procedures.
 - Oversee the scheduling and coverage of the front desk.
 - Train front desk personnel in handling student situations.
 - Recruit, hire, and train student employees for front desk and testing operations.

Priority: A**Discretion: A****Percent of Time: 20 %**

3. Assist with Orientation, New Student Registration, Placement Testing, and other major events. Prepare contracts, schedules, room reservations, and communication materials. Maintain updated information on WSC website and publications. Schedule meetings and prepare agendas and other materials for committee meetings to plan both programs and keep accurate records of these meetings.
 - Coordinate campus wide events involving various campus groups and departments to improve the registration experience for new students.
 - Coordinate campus wide events involving various campus and community groups to provide a good Orientation experience for new students to our WSU community therefore ensuring student satisfaction and success at WSU.
 - Work with the Orientation faculty coordinator to schedule the Orientation sections, submit TCF's, and coordinate with the faculty the best times and places.

- Prepare contracts for faculty for extra duty days and/or overload for Orientation and New Student Registration programs.
- Work with the Orientation faculty coordinator to evaluate the Orientation course.
- Facilitate reservation of classrooms, meeting rooms, meals, and equipment for all events for both programs.
- Draft and edit schedules, brochures, information packets, and mailings for students regarding these two programs, coordinating with multiple other departments and individuals.
- Provide administration and faculty with information and assistance regarding program schedules, assignments and procedures.
- Develop and implement new ways to improve communication with our new students and improve our programs.

Priority: A

Discretion: A

Percent of Time: 25 %

4. Administers the academic appeal procedures so the policies of MnSCU and the university are carried out and assist at-risk students with academic issues.
 - Review MnSCU and WSU policies on an ongoing basis to identify changes and make recommendations on university policies and procedures for academic appeals.
 - Serve as primary resource person for WSU academic appeal procedures for faculty and students.
 - Interpret the academic probation/suspension policies and procedures; advise students, parents, and other staff. Resolve stressful situations involving irate students and parents. Data privacy law must be strictly adhered to.
 - Work closely with faculty on academic appeal committee to schedule and organize academic warning meetings and academic appeals. Generate and prepare materials and historical data needed by faculty for appeal review. Instruct faculty how to use the tools necessary to access student records and how to interpret and apply this and other historical data.
 - Keep accurate records of the status of all students who are below minimum academic standards.
 - Prepare contracts for extra duty days for faculty on the Academic Appeals Committee.
 - Advise students on academic warning and probation about their options, various services provided, other retention services offered by the department and the university.
 - Coordinate with the Registrar and Financial Aid departments to align policies and procedures.
 - Advocate for students with Registrars and Financial Aid to get resolution to student's issues.

Priority: A

Discretion: A

Percent of Time: 15 %

5. Provide support to advisors and students who are undeclared, seeking an AA degree or PSEO students.
 - Assign all undeclared majors and AA degree seeking students to faculty advisors.
 - Answer questions and provide support to general advisors and all faculty at Winona State University.
 - Schedule and provide open advising sessions during peak registration times to better serve our undeclared students.
 - Serve as PSEO coordinator to provide information and advising to the PSEO students at

Winona State University.

Priority: A

Discretion: A

Percent of Time: 10 %

- 6. Administer the Accuplacer Placement testing program so that students receive the proper placement in their initial English and math courses at Winona State University. Serve as the university authority on Accuplacer testing policies and procedures. Serve as the ALEKS coordinator for campus, and performs other duties as assigned by supervisor.**
- Attend training sessions on MnSCU placement testing requirements and regularly communicate with MnSCU personnel.**
 - Design and adapt WSU procedures to align with MnSCU policy.**
 - Set up and maintain Accuplacer Branching Profiles and Placement Rules for the correct administration of the test to allow for correct placement for students into their initial English and math courses at WSU.**
 - Schedule and coordinate placement testing during initial registration programs and throughout the year.**
 - Provide lead supervision to coworkers serving as test proctors for Accuplacer testing.**
 - Advise students & faculty on whether or not a particular student needs to take the Accuplacer exam by accessing and analyzing student records and other information**
 - Run reports and upload results into the ISRS system, which determines the student's ability to register for courses.**
 - Coordinate appropriate math placements and communication plan after ALEKS scores are generated.**
 - Provide backup coverage to other WSC units (Advising, Career, Tutoring, Access)**
 - Support Warrior Hub and Enrollment Management initiatives**

Priority: A

Discretion: A

Percent of Time: 5 %

POSITION DESCRIPTION C**EMPLOYEE NAME:**

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

RELATIONSHIPS:

The Warrior Success Center is a work intensive environment where staff members work as a team to accomplish the mission and goals of the department; each member is crucial to the positive outcomes and a strong working environment. While some tasks need to be completed independently, a cooperative, collegial working relationship is imperative. This position requires substantive interaction with the University administration, faculty, staff, students, parents, and the public. This position is a key actor in connecting our services across departments and across campus to create an integrated, kind, compassionate, and empowering experience for those we serve.

It requires a high level of tact, persuasion, judgment, timing, and innovative thinking. The incumbent must have the ability to effectively communicate enthusiasm for and commitment to the mission of the Warrior Success Center and the university and must be articulate, creative, and energetic. This individual provides a 'first impression' of the university online, on the phone, and in person. A professional appearance and excellent interpersonal skills are imperative as are good problem-solving skills. Effective conflict resolution skills, tact and diplomacy are needed when dealing with clientele who may be dissatisfied, frustrated, or misinformed. This individual must also be able to serve as the liaison for the WSC operations across other departments such as the Hub, Tutoring, TRIO, and Student Life and Development areas to be a part of creating a seamless human experience.

KNOWLEDGES, SKILLS, AND ABILITIES:

Minimum Qualifications: Math-Sufficient to add, subtract, multiply and divide when working with budgets and ordering supplies.

Typing Keyboarding(40WPM)-Sufficient to draft correspondence for the Department.

Data Entry Performance-Sufficient to enter budget and student information into ISRS and Knowledge Lake, **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 correspondence for the Department.

Spreadsheets-sufficient to enter student information into databases and manipulate the data.

Database Management-sufficient to manipulate the data in the applications used and produce ad-hoc queries and reports.

Customer Service Skills-sufficient to communicate with students, faculty and staff in a positive and professional manner.

Development of administrative and programmatic procedures-sufficient to assist with the development of policies and procedures for the Warrior Success Center.

Preferred Qualifications:

- Demonstrated ability to manage and organize information, people, and schedules toward achieving goals for program area.
- Demonstrated ability to develop and implement creative concepts that enhance event planning.
- Strong interpersonal and communication skills and the ability to work effectively with other individuals and departments that contribute to Warrior Success Center sponsored events.
- Experience working in a fast-paced environment with high work volume.
- Logistical and detail oriented.
- Demonstrated knowledge of a variety of software programs such as Microsoft Office Outlook, Word, Excel, & Access.
- Experience with and knowledge of MnSCU Student Record System (ISRS), DARS, Knowledge Lake, etc.
- Demonstrated ability to organize and prioritize one's own and others' work.
- Knowledge of accounting principles.
- Demonstrated ability to take initiative in a changing workplace environment.
- Lead Worker Skills.

PROBLEM SOLVING:

Employee will encounter a wide variety of student problems and concerns. Employee must have the ability to recognize the problems to solve them in an efficient manner; and to know when to refer them to other staff or departments for the best solution. Some problems are highly sensitive such as students needing accommodation for disabilities or academic probation or suspension. Creativity is important in the management of the office and its varied programs and services. Because the department is constantly growing and expanding its services and programs, the employee also contributes to the development and direction of future activities.

FREEDOM TO ACT:

Throughout the year the Warrior Success Center is involved in a variety of programs and events that affect office foot traffic, phone requests, and this individual's work day priorities. This individual will be responsible to develop policies and procedures to best accomplish the work, making innovative changes which enhance delivery of services or improves processes; there will be instances that require this individual to be creative in seeking an acceptable outcome to a problem. This person has wide latitude when the outcome is to assist clientele in a positive way. This individual will often resolve issues using tact and diplomacy with students, staff, faculty and parents only referring them to the Director when absolutely necessary.

When information is requested it is important that this individual always maintain confidentiality of our students and stay within compliance of Federal, State, and WSU regulations.