

2MINNESOTA STATE COLLEGES AND UNIVERSITIES

[Institution Name]

Employee Name:	Position Control Number: 01089298
Department/Division: Graduate Nursing & HealthForce MN	Classification Title: OAS Int
Prepared By:	Working Title:
<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt: <input type="checkbox"/> Executive <input type="checkbox"/> Professional <input type="checkbox"/> Administrative <input type="checkbox"/> Unlimited <input type="checkbox"/> Seasonal <input type="checkbox"/> Temporary <input type="checkbox"/> Limited	<i>If Exempt, attach required documentation</i> If seasonal, list months during the season worked
<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intermittent Percent if not full-time _____ %	Date Prepared:

This position description accurately reflects my current job.		This position description reflects the employee's current job.	
Employee Signature	Date	Supervisor Signature	Date

POSITION PURPOSE *(why position exists; how it helps accomplish mission of the department/division)*

To provide administrative and office management support services for stakeholders within the Department of Graduate Nursing and HealthForce MN.

RESPONSIBILITIES AND RESULTS

- 1. Provide clerical and general office support to HealthForce MN, and Graduate Nursing faculty, staff, and students.**
 - A. Prioritize and manage multiple requests, deadlines, and competing needs across HealthForce MN and Graduate Nursing
 - B. Communicate with graduate nursing program, and HealthForce MN stakeholders regarding department matters.
 - C. Strong customer service skills when working with students, visitors, community and clinical constituents to determine their needs, respond personally whenever possible, and/or refer them to the appropriate person without delay. (in-person, phone, email)
 - D. Collect and distribute both departments’ mail. Send and receive intercampus mail.
 - E. Monitor HealthForce MN and Graduate Nursing email inboxes and answer general questions and refer others to appropriate staff members.
 - F. Assist faculty, staff, and guest presenters in printing/preparing class materials (tests, course materials, presentations, etc.)
 - G. Create and send guest letters, campus map, parking pass; prepare and mail thank you letters.
 - H. Maintain email lists for HealthForce MN’s communities of practice (i.e. nursing assistant instructor lists, Healthcare Education and Industry Partnerships HEIP allied programs etc.)
 - I. Print HealthForce MN and Graduate Nursing documents for department needs.
 - J. Coordinate logistics for meetings, events, and programs (scheduling, materials, food, communication, and on-site support).
 - K. Orient new partners to Graduate Nursing Program and HealthForce MN Programs.

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- L. Prepare department correspondence (Graduate Nursing and HealthForce MN).
- M. Maintain departmental files (physical and electronic) with logical organization and access.
- N. Attend regular team meetings, take notes including action items and send them to the team.
- O. Prepare calendar invitations for in-person, zoom, Teams, or phone meetings for faculty/staff.
- P. Maintain office equipment (order supplies and contact vendor for service as needed) for the department.
- Q. Assist with clerical tasks related to grant and accreditation processes for both departments including site evaluation, continuous improvement reports, program evaluation, and program changes.
- R. Serve as support and back-up for graduate nursing and CoNHS OAS as needed.
- S. Serve as support and back -up for graduate nursing Clinical Placement Coordinator as needed
- T. Serve as support and attend HealthForce MN events like: Scrubs Camp, HOSA, and advisory board meetings.

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

2. Maintain and manage databases and reports to support Department of Graduate Nursing operations.

- A. Set up, manage and maintain clinical data repository (i.e. Typhon) for all graduate nursing programs including:
 - managing administrative rights for faculty and staff.
 - Serve as a resource for faculty, staff, and students on how to upload documents, request that preceptors be added to Typhon, and how to run reports.
 - Manage and support student access and use of Typhon including emailing the student the Typhon login information and monitoring expiration dates as students upload their clinical onboarding documents.
 - Develop surveys such as site and preceptor evaluations as directed by faculty.
- B. Set up, manage and maintain databases for tracking prospective student inquiries and communication with prospective students (e.g. missing application materials, resources)
- C. Provide compliance data (e.g. clinical documentation) using secure and confidential mechanisms to clinical affiliates as directed by department chairperson or Dean.
- D. Maintain, manage, and run reports from Typhon, Nursing CAS, IPAR, Access, Excel, and other databases at regular intervals and as needed to support departmental needs including accreditation.
 - Monitors, tracks, and communicates student compliance with clinical requirements (emailing the student the Typhon login information and monitoring expiration dates as students upload their clinical onboarding documents)
 - Provides program coordinators/course faculty timely reports on missing documentation.
 - Ensures data are accurate (e.g. uses state board of nursing, clinical affiliates' websites and other resources to verify preceptor credentials, education, specialty, etc., and enter into Typhon and Access databases)
 - Maintain and manage tracking of preceptor and /student information, guest lecturers, and other department initiatives.
 - Prepare and distribute preceptor thank you letters and ANCC verification forms.
 - maintains student admission data, clinical hours, preceptor and clinical site data required for accreditation processes and reports.
- E. Monitors expiration dates, initiates and manages contracts for tools that support department of graduate nursing work (e.g. Typhon, NursingCAS, Castlebranch).
- F. Manage grant processes (e.g. MERC grant) including data collection, database management, reports, training, and disbursement of funds.

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Template Revision: 12/30/2014

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

3. Provide business administrative support for HealthForce Minnesota.

- A. Generate cost center reports in Workday, update department cost center spreadsheets and review with Executive Director monthly, answer questions if needed throughout the month.
- B. Reconcile invoices (monthly/quarterly) and report any discrepancies to HealthForce MN's Director and staff.
- C. Track and follow up on key administrative deadlines (contracts, invoices, reporting).
- D. Prepare and send invoices, accounts payable, receivable documents, and complete the accompanying task in Workday.
- E. Gather documents and information needed to set up contracts and intra-agency agreements.
- F. Set up and execute contracts and intra-agency agreements for internal and external partners for HealthForce MN.
- G. Document business administrative processes in department teams folder and update as needed.
- H. Serve as a point of coordination between HealthForce staff, system office, and external partners for administrative processes.
- I. Identify opportunities to improve and streamline administrative and financial processes.

Priority: Essential Discretion: A Percent of Time: 35%

4. Provide support for student application and admission process.

- A. Responsible for communicating with prospective students and assisting with the application process for both degree and non-degree seeking students.
- B. Respond to program inquiries and requests for information, including responding to university procedures.
- C. Manage and facilitate the processing of applications for admission to the Graduate Programs in Nursing.
 - o Email applicants a list of documents they have yet to submit in the application process, i.e., Goal Statement, Resume', Reference forms, etc.)
- D. Prepare applicant files for faculty review using NursingCAS
- E. Collaborate with faculty to ensure admission reviews and interviews are completed.
- F. Collaborate with program coordinators to assign faculty and schedule applicant interviews.
- G. Prepare letters of acceptance and non-acceptance to applicants for the Graduate Nursing Program.
- H. Track student responses to admission offers and report reasons for declination to faculty.
- I. Prepare relevant student files and upload them to Knowledge Lake.
- J. Provide students with information on how to complete national and MN Background Study Clearance.
- K. Monitor background checks and work with department chair to ensure clearance is documented.
- L. Collaborate with the School of Graduate Studies to support applicants applying to one of the Graduate Nursing specialty programs.
- M. Coordinate work with Department of Graduate Nursing Chairperson, administrative assistant, faculty, and the School of Graduate Studies department.

Priority: Essential Discretion: A Percent of Time: 5%

- 5. Perform other duties as assigned to ensure the smooth functioning of the department and maintain the reputation of the organization as a viable business partner.

Priority: Secondary Discretion: A Percent of Time: 5%

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Priority: *Essential*=if responsibility is reason job exists, is a highly specialized task or one that requires special education or training licensure, requires a great % of time, has a high level of accountability (consequences are considerable to others or the institution if failure to perform), the responsibility is essential; *Secondary*=if not essential, then responsibility is secondary; **Discretion (optional):** A=Employee investigates situations, makes decisions, takes appropriate action reports by exception and through normal review processes; B=...reports to supervisor immediately after action is taken; C=...makes decisions with supervisor....reports to supervisor immediately after action is taken; D=Employee discusses situations with supervisor before investigation, makes decisions with supervisor, takes appropriate action, and reports to supervisor immediately after action is taken.

KNOWLEDGES, SKILLS, AND ABILITIES

Minimum Qualifications *(expected to have to enter job)*

Math, -sufficient to add, subtract, multiply and divide in reconciling budgets, and paying invoices.

Typing/Keyboarding (40 WPM)-sufficient to type correspondence for the Department. **Data Entry**

Performance-sufficient to enter data into applications used, as well as Access and Excel and manipulate the

data, **Communication Skills**-sufficient to communicate with customers over the phone, in person and via

email. **Word Processing**-sufficient to draft, edit and create correspondence. **Spreadsheets**-sufficient to pull

student data from Excel and manipulate to create lists. **Database Management**-sufficient to maintain Typhon,

Access and Excel database records and run queries and specialized reports, **Bookkeeping**-sufficient to provide

daily oversight for the department budget. **Customer Service Skills**-sufficient to serve as the receptionist for

the Departments served.

Preferred Qualifications *(desired but not expected to have to enter job)*

- Ability to demonstrate strong communication skills and public relations skills
- Demonstrated ability to work collaboratively with faculty, students and staff
- Demonstrated ability to utilize current technology including computers, web research, and phone conferencing
- Knowledge of Microsoft Office Products
- Experience with website management
- Demonstrated ability to learn new computer applications
- Extensive experience with database management, running queries and creating reports

RELATIONSHIPS

This Position Reports to *(provide class title, not person's name):*

Department of Graduate Nursing Department Chair and Executive Director of Healthforce MN

Supervises *(classification title; FTE; # in position; note if providing work direction only)*

1-2 Work study students

Internal and External Clientele and Purpose of Contact *(the most significant job related contacts)*

- Graduate Nursing and HealthForce MN faculty, staff, student workers, students, prospective students, and employer partners to communicate and provide support for department initiatives.
- College of Nursing and Health Sciences and HealthForce MN administration and staff to facilitate and assist in activities that support the mission of the college and university, along with the vision and purpose of HealthForce MN.
- Graduate program clinical sites
- Graduate Assistants
- WSU and HealthForce MN staff and administrative personnel
- Clinical preceptors

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- Community and employer liaisons
- Grant and other program administrators and staff (internal and external)
- Guest lecturers
- RCTC and other Minnesota State's administrative personnel, staff, and students

PROBLEM SOLVING *(most difficult types of problems to resolve and consequence of error/non-resolution)*

Employee will encounter a wide variety of student problems and concerns, therefore the ability to recognize problems to solve them in an efficient manner; and to know when to refer them to other staff or departments for best solution is important. Some problems are highly sensitive and professionalism and ability to handle private data with tact and respect is critical. Creativity is important in the management of the office and multi-tasking to handle a variety of student and faculty concerns that arise. Extensive knowledge of academic program and the requirements is needed to help students and faculty identify deadlines and ensure compliance. The individual is expected to solve problems and refer non-routine matters to the Executive Director, Department Chair or Dean for solution.

FREEDOM TO ACT

Budget *(\$ authority and/or type of impact on budget, i.e., signatory, manage, monitor, recommend)*

Assist with daily oversight and monitoring of \$10,000 - \$100,000 budgets for nursing graduate programs and HealthForce MN grant project budgets as appropriate to the position.

Decision(s) Position Makes and Decision(s) Referred to Higher Authority

The individual in this position must be able to exercise independence of judgment in maintaining communication with department faculty and student workers, responding to inquiries, greeting visitors, ordering necessary supplies, requesting service for office equipment, maintain a detailed filing system, and preparing responses to correspondence. This individual is expected to research matters independently and make recommendations for solutions. Final responses to correspondence need to be cleared with the Chair of Graduate Nursing and/or Director of HealthForce MN.

All employees must comply with department and institution procedures and policies, MnSCU policies and procedures, as well as local, state and federal laws, regulations, guidelines and business and industry standards.

This description is intended to indicate the kinds of tasks and level of work difficulty required of the position. It is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar level of difficulty.