University of Wisconsin Colleges
UW-Richland
Office Operations Associate – 75%

Position Summary

This position works with administrative staff, faculty and students, as well as institutional office personnel in providing administrative support and business services to the campus. The key independent responsibilities of this position include but are not limited to coordinating campus facility reservations, providing accounts payable, accounts receivable and bursar services, providing campus services to staff, faculty, instructional academic staff, and students, maintaining central stores, pre-audit of travel expense reports, and administration of the state procurement card program. This position works with the public providing a variety of assistance over the telephone through the handling of incoming calls. Additionally, this position works with the public in a facility coordinator capacity. This position serves as the secondary financial professional to support campus business services operations.

This is a year-round 75% position which works under the limited supervision of the Assistant Campus Dean for Administrative Services.

Position Duties

30% A. Schedule and coordinate campus facility use

1. Determine and interpret campus facilities use guidelines to answer inquiries regarding space and equipment availability, charges, the reservation process, and user responsibilities to staff, faculty, students, and outside organization about the reservation of campus facilities.
2. Serve as a liaison between outside groups and the campus in coordinating facilities reservation requests.
3. Reserve facility spaces for faculty, staff and outside organizations utilizing EMS Lite software. Update website and all other campus postings of facility use materials on an ongoing basis.
4. Coordinate with internal and external groups to appropriate campus personnel as needed with regard to facilities use (Food Service Director, Building and Grounds Superintendent, Building and Grounds Staff, IT Staff, etc.) in accordance with facilities use guidelines.
5. Compose correspondence and send necessary materials and information to internal and external groups requesting information about facilities.
6. Create and issue invoices for facility rental fees and facility related fees using Quickbooks software.
7. Recommend modification and update of facility procedures, guidelines and fees.
30 % B. Business Services support providing accounts payable, accounts receivable, purchasing and bursar services to the campus

1. Verify accuracy of term balance and student status on individual accounts; receive and process tuition and fee payments in automated cash register and PRISM.
2. Administer fee deferments and Credit Agreement. Determine eligibility for Credit Agreement.
3. Ensure accurate and timely invoicing and collections for campus general activities, responding to requests from various campus organizations to prepare invoices for goods and services.
4. Train and advise staff from the Bookstore, Continuing Education, Student Services, the Library, Athletic Department, Music Department and Drama Department on all aspects of cash handling sales procedures, including required transaction documentation.
5. Collect miscellaneous revenue, posting to appropriate account.
6. Function as a contact for student and/or parent inquiries, dealing with difficult individuals in a professional manner, referring them to supervisor if attempts to resolve conflicts are unsuccessful.
7. Ensure proper cash handling, deposit, and control of institutional and other revenues.
8. Serve as a backup when Financial Specialist 3 is on vacation or ill.
10. Maintain and reconcile tickets and sales receipts.
11. Balance cash register and maintain all cash records.
12. Document all transactions through PRISM software to insure traceability and legal support for future student billings and collection activities.
13. Compile monthly information from copiers, fax, postage and supplies. Create and issue invoice using Quickbooks software.
14. Code and pay invoices using current automated software program in accordance with approved procedures.
15. Take deposits to bank as needed.
17. Serve as backup for student payroll, LTE payroll, and Classified payroll including auditing timesheets for accuracy, signatures, and completion, and processing payroll.
18. Do purchasing for various campus departments including knowledge of and adherence to State and University contracts and State and University purchasing guidelines.
20. Process travel expense reports for staff, faculty, and students.
   a. Maintain and use current knowledge of state travel regulations and pre audit reports.
   b. Advise campus personnel of travel regulations and allowances.
   c. Audit to verify that travel expense reports are complete and accurate, account coding is correct, appropriate regulations have been followed, and that all required documentation is attached.
   d. Complete travel expense reports for employees and students.
   e. Forward report to supervisor/Chair for authorizing signatures.
30% C. Campus Services Support

1. Maintain central stores.
   a. Order and monitor inventory of all campus office supplies. Systematize supplies in easily accessible order.
   b. Process special order requests.
   c. Manage and resolve vendor problems, serving as campus point of contact for vendor concerns, following up on orders not meeting delivery dates, contacting vendors to rectify problems with broken, damaged, missing, or erroneous items, and resolving billing errors.
   e. Initiate paper inventory and paper order.
   f. Issue supply usage invoices to appropriate departments.
   g. Prepare and manage budgets.

2. Supervise student employees – interview, hire, train and evaluate student employees, establish work schedules and assignments.

3. Administer copiers and fax machine.
   a. Troubleshoot copier and fax machine malfunctions.
      a. Call for service when necessary, functioning as campus contact for service personnel; maintain good rapport with service personnel.
      b. Train faculty, staff and students in use of copiers and fax machine.
      c. Document monthly totals for copiers and report to vendor.
   b. Train faculty, staff and students in use of copiers and fax machine.
   c. Compile supportive information on copiers and fax machine for replacement and upgrading consideration.
   d. Invoice appropriately for copy machine and fax machine use.
   e. Recommend service and equipment improvements to Assistant Dean for Administrative Services.

4. Responsible for operation of campus telephone system.
   a. Responsible for answering all incoming calls and transferring to proper extension in a professional and courteous manner.
   b. Train faculty, staff and students on voicemail and telephone procedures.
      Train and supervise student employees in proper telephone procedures.
      Produce and update telephone procedure guidelines.
   c. Compile information on various programs scheduled on campus to field questions from callers.
   d. Troubleshoot phone problems. Coordinate with Network Administrator, Building & Grounds Superintendent and service providers regarding service when necessary. Maintain good rapport with providers.

5. Provide campus mail and delivery/receipt services.
   a. Receive, verify and sign for incoming parcel deliveries.
   b. Sort and distribute incoming mail and parcels; notify recipients of arrival.
   c. Prepare outgoing mail and parcels for dispatch.
   d. Verify postage meter account balance and initiate increase of funds using IntelliLink Control Center postage download when adding postage to meter.
   e. Train and supervise student employees in campus mail procedures.
f. Compile records of department postage accounts and issue chargeback invoices.
g. Compile supportive information on postage equipment for replacement and upgrading consideration.
h. Troubleshoot mail system malfunctions.
i. Prepare and manage budget.

6. Provide support service for specific programs and departments sited on campus.
   a. Produce programs for all home athletic events.
   b. Process phone reservations and sell advance tickets for campus theatre productions and other programs.
   c. Compile detailed Teaching Staff Office Hours with accuracy and adherence to campus procedure regarding office hours. Responsible for maintaining and updating all campus postings of teaching staff office hours on an ongoing basis including coordinating updates to the website.
   d. Create and compile new employee orientation packets.
   e. Maintain key records, maintain key database, and assist with issuing keys.
   f. Maintain Emergency Telephone Tree of employee emergency contact information.

7% D. Administer State Procurement Card Program

1. Collect approved statements from cardholders.
2. Audit purchases for appropriate expenditures and appropriate funding; verify that state sales tax has not been paid.
3. Reconcile and verify supporting documentation.
4. Recommend policy or procedure changes and report user noncompliance to the Assistant Campus Dean for Administrative Services.

2% E. Other duties as assigned by the Assistant Campus Dean for Administrative Services

1% F. Expand position knowledge and skills through ongoing professional development

1. Participate in UWC sponsored training and skill development programs.
2. In cooperation with institutional resource personnel, develop targeted professional development and training by providing needs assessment input and identification of possible training resources.
3. Develop additional competencies to enhance personal contributions to the campus operation productivity.
4. Upgrade knowledge and skills to ensure compliance with federal, state, UW System and UW Colleges regulations and procedures in assigned areas of responsibility, such as cash handling, purchasing, tuition collection, etc.
**Required skills and knowledge**
Superior level of microcomputer literacy and experience.

Excellent understanding of and experience with word processing software/technology and its application to office functions; excellent keyboarding skills.

Very good understanding of and experience with email communication functions.

Courteous, responsive, and customer service oriented.

Excellent interpersonal skills, human relations skills, and verbal written communication skills.

Extremely well-organized and attentive to detail; demonstrated experience in adapting to and learning within a complex environment.

Ability to work both independently and cooperatively to accomplish the duties of the position.

Ability to understand a variety of UW System policies and their application to employees and students.

Excellent command of spoken and written English, grammar, spelling, and punctuation.