



Position Description

Position Title: Support Specialist
Department: Center for Christian Leadership
Reports to: Executive Director – Center for Christian Leadership
FLSA Status: Non-Exempt
FTE: 0.5
Called Position: No
Revised: April 2026

Position Summary: The Support Specialist for the Center for Christian Leadership provides comprehensive administrative and operational support to the Executive Director of the Center for Christian Leadership at Wisconsin Lutheran College (WLC). Responsibilities include clerical support, scheduling, data management, event planning and coordination, as well as program promotion.

PRIMARY RESPONSIBILITIES

Clerical

- Produce the monthly newsletter for the Christian Leadership Program.
- Coordinate and distribute weekly email updates to Christian Leadership Program students.
- Create, maintain, and update a monthly calendar of program offerings and events.
- Maintain and update databases for current students, alumni, and student retention tracking for our program.
- Update and maintain Christian Leadership Program content on Canvas.
- Schedule appointments and manage calendars as needed.
- Design and produce forms, flyers, thank-you notes, and other materials.
- Process monthly credit card statements and assist with maintaining the Center for Christian Leadership budget.
- Manage the Gallup Clifton Strengths access database, including:
 - Setting up accounts for new staff, faculty, and WLC students.
 - Generating reports as needed.
- Provide administrative support for the Forge Leadership Collective, including:
 - Scheduling appointments and training sessions.
 - Preparing and managing contracts.
 - Managing fiscal responsibilities, including processing invoices and tracking payments.
- Record and prepare minutes for the Christian Leadership Committee of the WLC Board of Regents.

Scheduling Support

- Manage calendars and coordinate appointments as needed, including:
 - Student interviews and appointments for the Center for Christian Leadership.
 - Appointments related to Center for Christian Leadership events such as i3, Serve2Lead, Leadercast, concerts, and others.



Data Procurement, Entry, and Management

- Maintain and update data related to:
 - Christian Leadership Certificate Program.
 - Current program students, mentors, leadership coaches, etc.
 - The Christian Leadership Certificate Program alumni database.
 - Donors, prospects, and recruits.
- Manage and update the Center for Christian Leadership scorecard.

Event Planning Support

- Assist with volunteer recruitment and coordination.
- Communicate and coordinate with event venues.
- Coordinate logistics with keynote speakers and panelists.
- Collect and organize supporting materials such as biographies, sponsor information, and guest lists, etc.
- Manage event registration for events such as Serve2Lead, leadership field trips, leadership impact hours, i3, and others.

Grants and Scholarship Facilitation

- Facilitate the following:
 - Greenfield Leadership Scholarship
 - Christian Women's Leadership Circle Student Grants
 - Christian Women's Leadership Circle Faculty/Staff Partnership Grants
 - Wrightsman Leadership Scholarship
 - Additional leadership scholarships as assigned.

Center for Christian Leadership Promotion/Marketing

- Create short video segments highlighting the impact of leadership coaches and mentors.
- Develop and maintain a collection of program outcome stories and testimonials.
- Coordinate the creation and management of Christian Leadership Program promotional and swag items.
- Collaborate with the Office of Marketing and Management to enhance the Center for Christian Leadership website

QUALIFICATIONS

Education and Experience:

- High school diploma required.
- Associate degree in office support, administrative assistance, or related field preferred.
- Minimum of three years of administrative or office support experience including clerical support, calendar management, and event coordination.
- Prior work experience within a higher education environment preferred.



Knowledge, Skills, and Abilities desired:

- A servant's heart and commitment to supporting the mission of WLC and the Center for Christian Leadership.
- Ability to perform duties in a manner consistent with WLC's Code of Christian Conduct and WLC's mission, ministry, and affiliation with the WELS.
- Demonstrated organizational and communication skills, both verbal and written.
- Ability to communicate effectively with a variety of internal and external stakeholders, including students, faculty, administration, and donors.
- Proficiency in using Microsoft Office and Teams.
- Familiarity with social media platforms.
- Experience with marketing, promotion, and basic video production tools.
- Excellent service orientation, with strong interpersonal, customer service and problem-solving skills to deliver results.
- Ability to work collaboratively in a team-oriented environment and adapt to changing priorities.
- Proven ability and willingness to learn and effectively use new software and applications.
- Ability to work independently, be resourceful, problem-solve and accomplish objectives without supervision, while exercising judgment on when to escalate to the Executive Director.
- Demonstrated attention to detail, including proofreading, organization, prioritization, time management and efficiency.