

# Wisconsin Lutheran College

## Position Description

Position Title: Administrative Assistant  
Department: Academic Affairs  
Reports to: Executive Assistant to the Provost  
FLSA Status: Non-Exempt  
Called Position: No  
FTE: 1.0 FTE  
Revised: February 14, 2020

**Position Summary:** This position serves as a resource and communication hub for the Academic Deans. As such, this role is responsible for a wide variety of customer service, data management, project management, support and administrative duties and provides direct support to the Academic Deans.

### **Primary Responsibilities:**

- Maintain, utilize and apply consistent application of operating policies, procedures, documents, forms and materials to ensure efficiency, service and quality to the Academic Deans.
- Facilitate scheduling and logistics for high school visits, special events, orientation programs, graduate Residencies and other activities including but not limited to reserving event/classroom space, catering, managing participant communications
- Maintain and modify as needed, internal control systems, student and program records, financial records, as well as any other tracking requirements associated with assessment and licensure/accreditation reporting.
- Support and assist the Deans with data management and communication services as needed.
- Support and facilitate the Deans in recruiting and engaging quality facilitators, instructors and guest lecturers.
- Facilitate interaction with HR for course facilitator agreements and initiating payroll of Adult Degree Completion (ADC) and Masters (MA) instructors.
- Facilitate interaction with the Business Office for purchases, invoicing, reimbursement, account reconciliation and associated tracking processes.
- Ensure maintenance of appropriate accreditation records, data and timely reporting as needed in support of Dean's strategic data needs.
- Perform all office coordination duties including, but not limited to: word processing, copies, filing, data entry, telephone/email receptionist, mail, maintaining records and files (hard copy and/or electronic as needed), drafting documents, correspondence, scheduling and maintenance of appointments
- Collaborate to accomplish projects and initiatives. This may also include moderate support of ADC and MA faculty and adjunct professors in preparation/distribution of course materials, correspondence or other support needs.
- Perform other duties as assigned and approved by the Deans through the Executive Assistant to the Provost.

## REQUIREMENTS

### **Education and Experience:**

- Associate's or Bachelor's degree preferred; in lieu of degree, demonstrated successful office coordination experience of 5 or more years may be substituted.
- Minimum of 3 years successful office coordination and/or related professional operational/executive support role.
- Prior project coordination and responsibility for accurate record keeping required.
- Higher education work experience is desired, preferably in an administrative support or office management role.
- Experience and/or knowledge of integrated work flow processes.
- Demonstrated experience and passion in serving others, and respect of all others as God's creation.

### **Knowledge, Skills and Abilities:**

- Must be able to perform duties in a manner consistent with WLC's Code of Christian Conduct and WLC's mission, ministry, and its affiliation with the Wisconsin Evangelical Lutheran Synod.
- Excellent organizational skills and abilities to serve by completing multiple tasks simultaneously, yet seamlessly.
- Exceptional service orientation, attitude, and demeanor as delivered through engaging interpersonal, customer service and problem solving skills.
- Proven oral and written communication skills marked by appropriate professionalism and judgment for each situation and enhanced through the ability to relate effectively on multiple levels with faculty, staff, students, administration, internal associates, and external partners.
- Demonstrated ability to use a personal computer and various software packages such as Microsoft Office and other related database software.
- Excellent team player with outstanding collaboration skills with ability to stay on task, prioritize, and carry out the day-to-day tasks in support of the Academic Deans.
- Strong ability to establish priorities, work independently, problem solve and accomplish objectives without supervision, yet exercise judgment regarding the escalation to leadership as needed.
- Ability and capacity to work some evenings, weekends and potentially holidays as needed to serve students and accomplish program goals.