

# POSITION DESCRIPTION

## Graduate Assistant

*Government Affairs and Business Development*  
Division of Continuing Education & Community Engagement

### Position Summary Statement

Under limited supervision, this position performs a wide variety of duties and responsibilities requiring a broad, complex skill set. This position is responsible for providing a high level of customer service within the Division, outside customers and partnering organizations. This position interacts with a diverse audience of individuals and organizations by communicating procedural information and resolving problems as they occur. With job duties varying daily, the position calls for a highly organized, flexible, and self-directed individual.

**Hours:** Maximum of 20 hours per week from August 22, 2022 – May 22, 2023.

Flexible schedule and can be virtual.

### Essential Job Functions and Responsibilities

#### 80% Government Affairs Job Duties

- Process registrations and make deposits
- Use and maintain the USI software for internal office management and noncredit program information, registration, and tracking report.
- Set up programs in the data management system (USI), and interface and link to the Government Affairs and WGFOA websites.
- Maintain WGFOA and Government websites, including creating and editing program event pages.
- Set up Clerks and Treasurers Institute in Canvas
- Train instructors and moderators in Zoom usage.
- Moderate Zoom workshops, reconcile attendance and after event duties etc.
- Collaboratively trouble shoot procedures and problem solving
- Carry out pre-event plans and coordinating the following tasks: collection of instructor contracts, obtaining equipment needs, collecting and posting handouts.
- Process course evaluations
- Interact with diverse internal and external customers, organizations, and partners
- Assist in marketing plans and carrying out assigned goal dates.
- Project work as assigned

#### 20% Business Development

- Project work as assigned
- Common duties as above

Other duties as assigned.

### Knowledge, Skills and Abilities Required:

#### Required

- Admitted in full academic standing to a graduate degree program at UW-Green Bay.
- Enrolled in a minimum of 6 (maximum of 12) graduate degree credits each semester of employment.
- Excellent interpersonal, verbal and written communication, and customer service skills in working with a diverse community.
- Power-user for desktop standard business software programs (e.g. word processing, spreadsheets, database) and the Internet-based software.
- Attention to detail and proofreading.

- Work independently and as part of a team environment collaborative efforts.

### Preferred

- Experience using Zoom
- Experience taking on-line courses
- Power-User Excel

### **Physical Demands**

1. Physical ability to sit at a computer terminal for extended periods of time, Moderate amounts of walking, standing, and stair climbing; occasional lifting of supplies up to 10 lbs.

### **Working Conditions and Environment**

1. Occasional weekend and evening hours and travel.
2. Limited vacation in June and July.
3. Hold a valid drivers license.

### **Application Process**

1. Applications are due June 1, 2022.
2. Send your resume, letter of interest, and three references to Ericka Rohde-Bloch at [bloche@uwgb.edu](mailto:bloche@uwgb.edu).