This position in Business and Technology (B&T) unit at the UWM School of Continuing Education provides various support functions as outlined below for the purpose of marketing and delivering B&T continuing education programs; the position reports directly to the B&T unit leader and operates under the general supervision of the program manager. In conjunction with the program manager the position is responsible for the success of the supported programs in terms of educational quality and financial outcomes. The position requires contact with prospective students, instructors, vendors, and internal service providers. The position functions with a good deal of independence in terms of daily activities and decision making, and also requires excellent interpersonal and communication skills. This part-time position is scheduled for 20 hours per week with some flexibility required on a daily and weekly basis to accommodate the supported programs.

Goals and Work Activities

PROGRAM DUTIES
A variety of complex tasks related to the management and coordination of Public, Online and Customized Programming, including liaison with internal departments, instructors, the public and other partners, ensuring delivery of quality programs that are in compliance with internal procedures and that meet program goals.

A. Program Operations - Session Entry Responsibilities: (30%)
   1. Working with the Program Manager, maintains course information and ensures accuracy of content on the SCE web site including course descriptions, session information, course calendars and other similar information and documents.
   2. Using the Ungerboeck registration system:
      • Creates set tools for each course entered in the public registration system. Ensures set tool is completed and placed in proper electronic file upon completion.
      • Follows up with internal departments to ensure set tool accuracy including EMS, HR and registration.
      • Manages the process of creating electronic evaluations for each course and provide links to IT department. Responsibilities include:
         i. Ownership of the classroom evaluation process.
         ii. Ensure evaluations are set up and provided to IT for every class,
         iii. Summarize the results and provide results to the Program Manager and the Instructor.
         iv. Monitor evaluations and track any issues with the facility, course, materials, instructor, etc. Issues identified are brought to the attention of the Program
Manger along with recommended solutions. This position may implement solution.

- Working with Program Manager, submits change forms through Ungerboek as needed and follows up to ensure change requests are completed and website is updated. For cancelled courses, works with program attendees to reassign to other classes (preferred option) or refund course fee, confirms EMS reservation form amended to reflect changes and confirms that instructor contract is amended if necessary.

B. Program Delivery Responsibilities: (25%)
1. Working with the Program manager, manages the process of course material duplication for each class including working with instructors and internal resources.
2. Manages the ordering of books and other materials used to deliver courses and maintains inventories at determined minimal levels. Tracks all costs, prepares direct pay forms and maintains electronic files. Communicates with instructor to determine which books are needed, establish and maintain relationships with book vendors to negotiate the best pricing and terms, return unused books.
3. Manages student payments, verify program attendees submit fees prior to course and proactively work to keep AR balances at a minimum
4. Verifies food counts with EMS and any other classroom needs for each course.
5. Manages and track students who are in certificate programs and provide information needed to Distance Learning manager for all Online Courses.
6. Manage ordering, delivery and payment of Self-paced Online Courses. Order and process payment for software from UW Madison for each student enrolled, set up the user in the software vendor system. Act as the administrator of the UWM account providing access to appropriate courses, length of time the student has access to the course and deactivate student timely.
7. Creates framed, program certificates
8. Opens Courses - Back-up Program Manager as needed

C. Post Course Operations: (20%)
1. Places roster in electronic course file
2. Creates and mails certificates and letters for online certificate graduates
3. Manages Electronic evaluation process including summarizing evaluations, providing evaluations to Program Manager and Instructor and monitoring evaluations for issues which are regularly discussed with Program Manger
4. Certificate tracking, flags certificate candidates and completed certificates in Ungerboek by UDDS
5. Contacts no-shows, reassigns if possible based on Program Manager input
6. If needed, verify courses in Ungerboek
7. Manage and track all costs incurred for each course including EMS charges, books, materials, parking, instructor fee, AV, food, duplicating, , instructor and parking, etc review for accuracy and ensure they are within budget. Involves working with Program manager, other departments and outside vendors

D. Customer Service – 20%
1. Answer phones and direct calls to the appropriate program
2. Support for program attendees (Program Manager is front line contact)
3. Answer basic questions from students, send program specific calls to Program Manager
4. Coordinate with Program Manager and Registration Department on customer transfers, payments, cancelations etc.

E. Other: (5%)
1. Coordinates travel arrangements for instructors or speakers if needed
2. Maintains base program files for each UDDS
3. Assists Program Manager in proofing of program and marketing materials as needed
4. Enlists services of students assigned to B&T unit if needed, ensure work meets requirements of project
5. Assists other program areas when necessary
6. Completes special projects such as program research and reports

To apply for this position please submit a resume and cover letter indicating why you are qualified and interested in this position to:

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