PROFESSIONAL DEVELOPMENT
Program Support Aide

The Departments of Training, Human Service and Languages at the School of Continuing Education are seeking an outgoing, self-motivated, hard-working UWM student with excellent communication, customer service and organizational skills. This fast-paced department offers a rich curriculum to continuing education students in such areas as professional development and languages. The School of Continuing Education is located in the Plankinton Building at 161 W. Wisconsin Ave., in downtown Milwaukee.

Job Description
The primary responsibility of this position is to provide administrative support to the Professional Development team members and program managers by interacting with program registrants, instructors and conference services staff to ensure programs run seamlessly. 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. Primary responsibilities of the position include:

- Assist in the production of course materials for classes in TTT, OD, Human Service and Languages
- Assist with the processing of the Peer Specialist applications
- Handle and process registration JAC and OTRT
- Provide quality customer service for students/participants, external organizations and internal departments
- Provide phone coverage and manage incoming calls.
- Type, edit and file documents and compile mailings.
- Operate business equipment including copy, scan and fax machines.
- Assist with special projects
- Assist with opening and/or closing programs (Language programs if needed)
- Update SCE programs on our website
- Assist with creating SET tool files

Qualities/Experience

- Excellent customer service skills
- Excellent written and verbal communication skills
- Demonstrated organizational ability and time management skills
- Willingness to learn and perform a wide and changing variety of tasks
- Working knowledge of Microsoft Suite: Word, Access, Excel
- Detail oriented; Accuracy and resourcefulness (problem solve) are essential
- Motivation and ability to work within a cooperative, self-directed, fast-paced workgroup
- Maturity; ability to work in a professional environment
- Previous office or similar experience preferred
- Work Study preferred, but not required

Pay Rate & Hours

- Minimum 15 – 20 hours commitment requested
- Schedule Mon.-Fri. between 8am and 6:30pm (flexible)
- Range $8.25 to $9.00 starting based on experience and qualifications (Excellent performance provides opportunity for advancement)

If interested, please email 1) resume 2) cover letter that addresses specifically why you are interested and qualified for this position, and 3) hours of availability to: gtlane@uwm.edu