



**4-H PROGRAM & OPERATIONS SUPPORT ASSOCIATE  
MILWAUKEE COUNTY UW- EXTENSION OFFICE  
Position Description**

**OFFICIAL TITLE:** Operations Program Associate

**WORKING TITLE:** 4-H Program & Operations Support Associate

**LOCATION:** Milwaukee County UW- Extension Office; 9501 W. Watertown Plank Rd.; Bldg. A; Wauwatosa, WI 53226

**TYPE OF APPOINTMENT:**

This position is a University Staff-Temporary appointment in the University of Wisconsin-Extension division of Cooperative Extension. This appointment is scheduled to work Monday through Friday 8:00 AM – 4:30 PM at a full-time capacity. However, an appointment with a minimum at 32 hours per week may be acceptable. The appointment will begin as soon as possible, and continue through August 31, 2017. 1043 is the maximum number of hours that may be worked during this time period.

**POSITION SUMMARY:**

This position will support 4-H Youth Development faculty and academic staff in providing multiple programs. Other primary responsibilities include 4-H data base management, 4-H specific financial management, and assisting with fiscal and administrative support duties in collaboration with others who provide such support within and for the Milwaukee County Extension Office. This position plays a lead role in helping to ensure that the Milwaukee County UW-Extension Office provides high quality service at all times to all.

**A. 4-H YOUTH DEVELOPMENT PROGRAM SUPPORT (35%)**

1. Design, prepare, produce and distribute brochures, newsletters, invitations, program materials, receipts and nametags. Make copies and collate program materials.
2. Maintain contact with volunteers and program participants by updating the social media, UW-Extension website, and list emails regularly about upcoming events.
3. Prepare and send out correspondence such as letters, faxes or email. Prepare packages for mailing or shipping.
4. Manage email list serves by entering, deleting and correcting email addresses on a bi-weekly basis.
5. Schedule appointments and make other telephone calls.
6. Answer program questions via telephone, correspondence, email or face-to-face contact with program participants.
7. Track and receive registrations for program events and meetings. Handle on-site registration at educational events. Collect and process fees in accordance with University procedures.
8. Assist staff in making travel arrangements and securing reservations in accordance with University guidelines.
9. Assist staff in hiring student workers and Americorps volunteers by arranging interviews, advertising the positions, and preparing hiring paperwork.
10. Assist 4-H staff in training and onboarding for LTEs, ad hoc academic staff, student workers, and/or Americorp volunteers assigned to the 4-H program area.
11. Organize 4-H resource room and contact curriculum library borrowers to return items.
12. Maintain assigned office and storage space in a safe and attractive condition for visitors and staff.
13. Handle volunteer requests for room reservations and copies of program materials including promotions.
14. Pay 4-H club taxes.
15. Maintain the 4-H Youth Development web-site and manage its social media presence on Facebook, Pinterest, and others.

16. Assist in reaching and engaging diverse audiences in ways that are inclusive and do not discriminate to ensure full access to programs, facilities and educational services

**B. 4-H DATA MANAGEMENT RESPONSIBILITIES: (5%)**

1. Prepare, update, monitor and run reports from 4-H program participant databases.
2. Compile data from 4-H youth development program evaluations.
3. Respond to inquiries from club members about database entries.

**C. FINANCIAL RESPONSIBILITIES (4-H YOUTH DEVELOPMENT; OFFICE-WIDE) (30%)**

1. Hold and manage Purchasing Card for the expenses of 4-H and other program areas as needed:
  - a. Assist in making purchases
  - b. Prepare required reports
  - c. Research alternative vendors to assure cost-effective purchases
  - d. Ensure University purchasing rules are followed
2. Verify revenue and expenditure data by cross-checking with the online accounting system (WISDM).
3. Maintain files with copies of receipts, invoices and reports for program expenditures and revenues.
4. Approve travel expense reports for staff and enter these amounts in appropriate spreadsheets; Use sfs and WISER to enter and track these expenses.
5. Provide financial support to Financial Operations Coordinator (FOC):
  - a. Act as Purchasing card liaison for FOC
  - b. Order & distribute office supplies
  - c. Prepare invoices assigned by FOC
  - d. Other finance support for FOC as needed
  - e. Balance cash register. Review cash register activity, maintain & report on office \$200 petty cash
  - f. Deposit accounts receivables, complete RRC if needed, deposit funds, send copies of RRC and deposit ticket to UWEX Cashier Services, enter transactions on spreadsheet.
6. Provide support to revenue matters in office as identified in Office Fiscal Management Policies & Procedures.
7. Monitor 4-H accounts and respond to inquiries from 4-H staff, County Director or FOC.
8. Process donations using WISPER.
9. Prepare purchase orders.

**D. OFFICE-WIDE ADMINISTRATIVE RESPONSIBILITIES (30%)**

1. Prepare, monitor and maintain files for fleet vehicles including mileage reports, gas receipts, authorized driver forms, accident reports, etc.
2. Schedule regular maintenance for fleet vehicles and take the vehicles to these appointments.
3. When necessary, act as receptionist (answer telephones, assist visitors in locating rooms or staff, prepare and sell publication orders, distribute mail, check out videos and other materials to volunteers).
4. Coordinate work with other program support staff to assure smooth work flow on an as-needed basis.
5. Participate in all staff and program support staff meetings. When needed, take notes and distribute them to appropriate staff.
6. Serve as the primary contact person for assigned copier equipment. Troubleshoot paper jams, add toner or staples, order supplies, and call for repairs when needed. Serve as back-up for other office equipment as needed (copier, postage meter, fax machine, etc.).
7. Serve as back up to IT for software questions, as possible.
8. Manage special office-wide projects as needed.
9. Serve as back-up for in-office processing of new hire paperwork.
10. Serve as back-up manager for the office-wide mailing lists.
11. Serve as back-up with the County for telephone issues.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Entry-level fiscal procedures knowledge and experience, such as tallying and tracking revenue and expenditures
- Ability to learn University fiscal and administrative procedures, especially purchasing and revenue collection
- Computer skills in word processing, spreadsheet and database programs, and internet use
- Able to prioritize multiple daily tasks to manage completion of tasks in a timely manner
- Ability to operate mail meter, copy machine, fax machine, and other office equipment
- Experience utilizing social media platforms
- Ability to communicate clearly and patiently with customers on the telephone and in person
- Strong spelling and grammar skills for proofing educational and promotional materials
- Experience working in teams
- Ability to keep information confidential
- Knowledge and skills to effectively engage with people from different cultural backgrounds, including those associated with race, ethnicity, national origin, religion, socioeconomic status, age, gender, disability, sexual orientation, and other aspects of human diversity

**ESSENTIAL JOB FUNCTIONS:**

- Accurate and timely in response to fiscal and administrative support requests
- Accurate and timely in inputting and monitoring databases (including spreadsheets) for 4-H Youth and development of program budgets and membership-related data
- Accurate inputting and monitoring of databases (including spreadsheets) for other program budgets as assigned by Financial Operations Coordinator (FOC)
- Maintain files and update records as requested by 4-H Youth Development staff and FOC
- Able to create marketing materials, office forms and miscellaneous documents using word processing and/or desktop publishing programs
- Comfortable with use of computer programs and equipment; such as phones, copier, laminator, fax machine and calculator. Able to operate computer programs as: MS Word, Excel, Access, Internet Explorer, Outlook and Publisher.
- Utilize basic math skills for accurate purchase card related reporting and other financial reporting
- Communicate effectively the flow of information among 4-H Youth Development staff, overall office, and public
- Work with limited daily supervision and make accurate, rapid, independent decisions regarding routine planning and scheduling of work priorities
- Able to work as a team player within the overall office
- Comply with Affirmative Action and Equal Opportunity guidelines and requirements as interpreted by UW-Extension and Milwaukee County
- Good grammar skills to assist in proofreading correspondence or documents; ability to comprehend, speak and write the English language as necessary for proofreading and authoring departmental documents and correspondence.

**WORKING CONDITIONS:**

The office environment for this position includes a dedicated workspace, computer, filing and copying resources. This workstation includes phone and voice mail service as well as wired internet. The ability to lift and carry up to 20 pounds (possibly at or above waist) is a working condition of this position. The successful candidate must make individual arrangements for transportation adequate to meet position responsibilities and essential job functions

**ACCOUNTABILITY RELATIONSHIPS:**

The primary accountability relationship for this position is with the Milwaukee County Extension Director.

**POSITION CLARIFICATION:**

This position is subject to University of Wisconsin System, University of Wisconsin-Extension and Cooperative Extension human resource policies. This position description is not intended to be comprehensive in nature given the changes in primary duties/essential job functions and position expectations that can occur over time in response to emerging and assessed community, program and organizational needs. Changes to this position description are subject to the approval of UW-Extension Office of Human Resources.

**POSITION BENEFITS AND WAGES:**

This position does not include benefits, e.g., health insurance, paid leave, vacation, etc.  
The hourly wage upon hire is \$16.00 per hour.

**EQUAL OPPORTUNITY:**

As an affirmative action employer, UW-Extension provides equal opportunity in programs and employment; and is strongly committed to maintaining a climate supportive of respect for differences and equality of opportunity. UW-Extension does not discriminate on the basis of age, race, creed, color, disability, sex/gender, sexual orientation, national origin, ancestry, religion, marital status, or identity as a veteran, disabled veteran, Vietnam veteran or any other military service, arrest record or non-program related conviction record. ***We promote excellence through diversity and encourage all qualified individuals to apply.***

Materials will be made available in alternative format upon request. Please call 711 if you are hearing or speech impaired and need assistance.

**CRIMINAL BACKGROUND CHECK:**

A criminal background check will be conducted prior to employment. In compliance with the Wisconsin Fair Employment Act, convictions and pending charges will be considered only as they relate to this position.

**APPLICATION DEADLINE AND HOW TO APPLY:**

**DUE DATE: March 23, 2017.** A complete application packet includes the following: (PDF FORMAT IS PREFERRED):

**COVER LETTER:** please summarize how your qualifications meet those of the Required and Preferred qualifications for this position.

**PROFESSIONAL RESUME**

**CONTACT INFORMATION FOR THREE (3) PROFESSIONAL WORK REFERENCES,** including at least one person who has been your immediate supervisor. Please indicate the nature of your professional relationship and include the title, e-mail address and telephone number of each reference.

**Email information to Eloisa Gómez, Milwaukee County UWEX Director, at:**  
**[eloisa.gomez@ces.uwex.edu](mailto:eloisa.gomez@ces.uwex.edu) or mail to reach office by deadline to: 9501 W. Watertown Plank Rd. Bldg. A, Wauwatosa, WI 53226. Contact Eloisa at 414-256-4640 if there are any questions, etc.**