Program Coordinator II (Auxiliary Services Support Specialist)

Department: Residence Life
Position: Full-time, 12-month position plus complete benefit package
Wage: $14.14 - $16.00 per hour commensurate with experience
Union Affiliation: MFPE
Posting Date: March 2022

Description
Position is responsible for supporting Auxiliary Services and included departments in the following areas:

• In collaboration with Residence Life, coordinate set up and process flow of the following StarRez programs:
  o Programming for all Residential Processes in StarRez Portal
  o Train Office Manager and Director of Residence Life in user side of StarRez
  o Facilitate annual reporting processes through StarRez software System; Develop and maintain documents for all StarRez Processes
  o Communicate with summer groups to obtain contracts through StarRez Software System
  o Schedule summer groups through StarRez Software System
  o Collaborate with Residence Life & Dining for care of summer groups
  o Prepare Cards/welcome packet for summer groups.

• In collaboration with Dining, coordinate set up and process flow of the following StarRez programs:
  o Meal Plan and food allergy reports
  o Building and Managing Catering Menus and pricing

• In collaboration with Conference & Events, coordinate setup and process flow of the following StarRez Programs:
  o Programming for the Conference & Events Module allowing all conference and events to be managed through this system:
    ▪ Event Inquiries
    ▪ Event Quotes
    ▪ Tentative Events
    ▪ Confirmed Events
    ▪ Cancellation of Events
    ▪ Live Event Management
    ▪ History of Events
  o Programming for Conference & Event Reports in the following ways:
    ▪ Conference Revenue
    ▪ Accounts Receivable
    ▪ Upcoming Events
  o Programming for Conference & Events Invoicing.

• In collaboration with the Bulldog Card Office, coordinate set up and process flow of the following StarRez programs:
  o Bulldog Card process for students;
  o Bulldog Card Process for Conference & Events Groups

• Position assists with Bulldog Card systems(s) providing technical support for hardware issues: interpreting, analyzing and resolving technical hardware issues with IT support and vendors as assigned, including card printers, point-of-sale, door time management, and assessment hardware; completing periodic inventory of overall systems(s) hardware; performing routine hardware maintenance. Hardware troubleshooting and assistance with may require crawling to follow cords, carrying items under 35lbs, and working in small or non-traditional areas for short periods of time:
  o On a rotation basis, be on call for the emergency access system issues evenings and weekends.
  o Responsible for preparing, reviewing contracts and gathering signatures;
  o Assist with orientations, special events, and summer conference programming;

• In collaboration with the Bulldog Life Office, coordinate setup and process flow of the following StarRez Programs:
  o Student parking pass processes
  o Assist as needed on special projects and office coverage for the Bulldog Life Office
  o Assist with and participate in conversation to develop, review, update, and edit office print materials, including forms and worksheets.
Serves as the main contact for our StarRez account;
Other duties as assigned.

Required Qualifications
- Demonstrated ability to learn new technologies; understands software and how software works;
- Knowledge of operating personal computers and standard office software including Excel, Outlook, Word, and Powerpoint;
- Ability to operate standard office equipment: printers, copiers, fax machine, scanner, multi-line phone system;
- Knowledge of professional office practices and procedures; business English, spelling, composition, and grammar, including the ability to write, edit, and layout documents in a variety of formats suitable for intended audiences;
- Organizational, time management, and multi-tasking skills and ability to set priorities to meet deadlines;
- Remain focused while being interrupted frequently by customers, telephone, etc;
- Attention to detail skills;
- Ability to review and enter large volumes of data with accuracy;
- Demonstrated ability to gather, analyze and summarize data;
- Ability to maintain accurate records and files; maintaining strict confidentiality;
- Demonstrated ability to understand, develop, review, and follow written and/or oral instructions or multi-step procedures;
- Ability to maintain effective working relationships, resolve problems, and exchange technical information with employees, students, campus departments, and the general public both orally in and in writing;
- Knowledge of cash handling and balancing a cash drawer;
- Customer service skills;
- Demonstrated initiative to complete tasks as assigned and communicate status in a clear and timely manner;
- Ability to work well both independently and in a team; contribute productively in group settings
- Maintain composure in high-stress situations;
- Act responsibly, use sound judgement, and be held accountable for decisions; activities and decisions are varied in nature, requiring independent action in judgement in solving common problems;
- Demonstrate emotional intelligence, including self-awareness, self-regulation, motivation, empathy, and interpersonal skills;
- Demonstrated reliable, flexible, and honest behavior.

Preferred Qualifications
- Bachelor’s degree or equivalent combination of education and experience
- Five years’ relevant experience in an higher education setting;
- Experience with StarRez software or knowledge of higher education enterprise resources management software;
- Knowledge of one-card management systems and/or badging systems;
- Two or three years of experience in training procedures and principles;
- Solid experience in providing administrative support with a high level of autonomy to multiple constituents in a professional environment;
- Proficient in the use of computers and software applications and database management; the ability to learn new applications;
- Thorough understanding of campus policies and procedures related to human resources, purchasing, and accounts payable/receivable;
- Thorough understanding of FERPA.

Application
To apply, please complete a State of Montana Job Application and a letter of application specifically addressing the qualifications and duties described above. Finalists for this position may be subject to a criminal background investigation. Also include the names, addresses, and phone numbers of three (3) professional references. Submit application materials to:

Patti Lake
Personnel Officer
The University of Montana Western
710 South Atlantic Street
Dillon, MT 59725
406-683-7349
patricia.lake@umwestern.edu

Questions regarding this position should be directed to Mike Piazzola via email @ mike.piazzola@umwestern.edu or by calling 406-683-7779. Review of applications will begin immediately and continue until the position is filled.
The University & Dillon Area
The University of Montana Western is a dynamic, innovative, undergraduate university with over 65 full-time faculty and 1,300 students. It is located in Dillon, Montana in the scenic Rocky Mountains and has been awarded numerous top national rankings for delivering high quality, affordable education.

Montana Western is the only public four-year college in the nation offering Experience One (X1), experiential learning delivered on the block schedule. Class sizes are small and students take a single course at a time, three hours each day for 18 days, before moving on to the next course. Each course is four credits and four blocks are offered each semester. The block schedule facilitates field and lab work, undergraduate research, study travel, and interdisciplinary teaching. Montana Western’s faculty strongly believe in mentoring and inspiring students, and assisting them in the transition from university life to professional careers.

The University of Montana Western is an integral part of the Dillon Community. With a population of 5,000 people, Dillon is known for outstanding public schools, safe environments, recreational opportunities, and an excellent quality of life.

The University of Montana Western is an equal opportunity/affirmative action employer and encourages applications from qualified women, minorities, veterans and people with disabilities. Qualified candidates may request veterans, or disabilities preference in accordance with state law. Reasonable accommodations are provided in the hiring process for persons with disabilities. Finalists for any position will be subject to a criminal background investigation.