Administrative Associate II, Bulldog Card Manager

Department: Residence Life
Position: Full-time
Wage: $10.20 – 12.00 per hour entry plus complete benefit package
Union Affiliation: MPEA
Posting Date: May 2015

Description
Position is responsible for supporting the Bulldog Card System housed in the Residence Life department in the following areas:

- Provides excellent customer service, including working at the front counter to assist customers over the telephone, in person, and via written communication to obtain bulldog Cards, process transactions, troubleshoot cardholder issues, and answer campus related questions.
- Assists with compiling reports and statistical analysis.
- Responsible for managing orientation, Ready2Rock, special events and summer conference cards and programming.
- Assist as need on special projects and residence life office coverage and duties.
- Assist with setting up and troubleshooting card system hardware and equipment.
- Assist in the development of marketing strategies for promotion of the Bulldog Card program.
- Process deposits in a timely and accurate manner. Maintains and understanding of stored value accounts, board plans, door access plans and event plans.
- Assist with the supervision, hiring, evaluation, and training of student staff.

Qualifications

- Ability to learn new software and hardware and the capability to understand the interactions between specific applications and related hardware.
- Demonstrated skill and ability to operate personal computers and related word processing, spreadsheet and database software.
- Demonstrated skill and ability to operate standard office equipment: printers, copiers, fax machine, scanner, multi-line phone system.
- Ability to maintain accurate records and files; maintaining strict confidentiality.
- Demonstrated experience in cash handling and balancing a cash drawer.
- Ability to maintain effective working relationships, resolve problems, and exchange technical information with employees, students, campus departments, and the general public.
- Ability to gather, analyze and summarize data and make recommendations on data-driven decisions.
- Demonstrated ability to understand and follow written and/or oral instructions or multi-step procedures, preform simple mathematical computations and code or complete routine documents and forms.
- Ability and willingness to work some weekends and long hours to accommodate events such as athletic, orientations, Ready2Rock and summer programs.
- Banner system experience is preferred
- Two years of post-secondary education, a completed degree is preferred
Physical Demands
The Bulldog Card Center housed in the Residence Life Office is a fast-paced and sometimes stressful environment. During peak times long lines form and standing for long periods of time is required. Trouble shooting requires minor physical exertion and dexterity to track power cords, cat-5 and RS-485 cables; carry and install replacement Bulldog Card readers and peripherals. Extra and unusual work hours are occasionally required. Employees are expected to be able to travel to off campus locations, lift equipment and tools weighing up to 50 lbs. and work in confined and difficult to access areas.

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

Patricia Lake, Payroll/Benefits Supervisor
The University of Montana Western
710 South Atlantic Street
Dillon, MT 59725

For questions call 683-7664. Review of applications will begin on June 1, 2015, however the position will remain open until filled.

The University & Dillon Area
The University of Montana Western, located in Dillon, Mont., is an innovative institution nestled in a scenic valley in the Rocky Mountains of southwestern Montana. The campus Full-Time Equivalent (FTE) for student enrollment is approximately 1,289. Montana Western has over 60 FTE faculty members, features small cases for all students and has been recognized for excellence by U.S. News and World Report. Montana Western’s small size and focus on education innovation have earned it the reputation of being a place where faculty and staff chose to collegially and creatively make a difference in the education of students. Montana Western is the first and only public four-year college in the nation to use block scheduling in which students take a single class at a time. This immersion learning program facilitates increased opportunities for experiential types of learning.

The mission of the University of Montana Western is to provide innovative interdisciplinary education through experiential learning that combines theory and practice. Montana Western services citizens of all ages with its academic, community service, and lifelong-learning programs. As part of the global community, Montana Western encourages diversity, international awareness, environmental responsibility, and mastery of technology as a gateway to the world.

Dillon, a community of 5,000 people, 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 this position will be subject to a criminal background investigation.