Position Title: External Relations Student Assistant
Building: Student Union and Chapman Hall
Working Title: Office Staff
Location: Neighborhood Housing Office
Department: University Relations and Communications
Pay Rate: $10.00
Hours: 10-25 hours per week
Job Dates: Year Round

Hours Needed: Flexible normal business hours, special event days/times varying (include nights, weekends and breaks)

Supervisor: Alyssa Conrardy, Neighborhood Housing & Relations Manager: 414-229-6999

Interview Information: Please request an application from Alyssa by emailing ambc@uwm.edu.

Position Summary: The External Relations Student Assistant will support the activities of the External Relations Department through the Neighborhood Housing Office.

Necessary Qualifications: Must be a UWM student and have experience with UWM off-campus life and/or renting.

Desired Candidate Qualities and Skillset:
- Desire to build resume through role in NHO
- Strong Verbal and Written Communication
- Willingness to Learn
- Public Speaking
- Give and Receive Feedback
- Microsoft Office 365
- Critical Thinking
- Initiative/Autonomy
- Independent Problem Solving
- Multitasking/Time Management
- Persistence/Resiliency
- Organization
- Flexibility in Schedule and Attitude
- Positive Attitude
- Social Media and Technology

Beneficial Prior Experience/Coursework: Not Required for Application
- Customer Service
- Journalism
- Marketing
- Event Staffing and/or Planning
- WordPress or Website Editing
- Emma or Other Email Marketing Software
- Social Media beyond personal use
- Public Relations
- Professional Office Setting
- FERPA

Essential Duties: Well-qualified candidates will possess excellent written and interpersonal communications skills and have the ability to maintain effective working relationships with other campus departments and external constituents. The position requires strong organizational skills and the ability to exercise discretion and maintain confidentiality. Well-qualified candidates will be able to interpret and utilize a constant, large amount of information in fast-paced environment.

A. Assist with External Relations initiatives, including but not limited to the Speakers Bureau, Panther Families Association, Neighborhood and Visitor Relations, and other special events (Summerfest, State Fair, etc.)
B. Support, participate, coordinate planning, and execute NHO events and programming initiatives related to: Fall Welcome, Neighborhood Clean-Up, Family Weekend, Homecoming, Preferred Tenant Program, NHO Week, Move-Out Festival, etc.
C. Research and write content for social media, newsletters, websites and promotional pieces for External Relations
D. Manage the Neighborhood Housing Office rental listing database
E. Promote mission of NHO and support rental education outreach through tabling, presentations, and off-campus peer-to-peer follow-ups
F. Provide exceptional customer support for students, landlords, etc. via walk-ins, phone calls, and emails
G. Provide general office support in Neighborhood Housing Office as needed
H. Staff special events, other activities, and additional duties as assigned/required.

Updated 10/26/18
Daily Duties:

- Opening duties
  - Checking voicemail, email, calendar, social media, mail, teams, to-do list, etc.
  - Turn on all technology, lights, and open blinds
  - Restock handouts
- Closing duties
  - Checking voicemail, email, social media, mail, teams, to-do list, etc.
  - Turn off all technology, lights, and close blinds
  - Clean office: Wipe down hard surfaces, vacuum, empty trash, clean fridge, microwave
- Assist customers
- Answer phone calls
- Run errands
- Document tasks completed and notable information in team summary
- Deploy marketing campaigns
- Check listing service and approve listings
- Check and respond to NHO email upon receipt
- Check NHO calendar for tabling, events, staffing responsibilities, breaks, etc. (Calendar vs. Sling)
- Check social media and respond to any comments or messages upon receipt
- Restock copy machine paper
- Presentations, tabling, follow-ups, other outreach as assigned
- Assist with projects, programming planning, and pre-event duties as assigned

Weekly Duties:

- Check and complete the “Project of the Week” on the team announcements bulletin board
- Nominate a team member for “Team Member of the Week”
- Attend team meetings
- Prepare for team meetings
- Attend One-on-One meetings with supervisor
- Create one-on-one agendas in preparation for one-on-one’s

Monthly Duties:

- Website articles as assigned
- Social media posts as assigned

Event Duties: As Assigned

- Assist with preparation, staffing, set-up, clean-up, and assessment

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