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: 10-15 hours per week
Job Dates: Year Round

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

Supervisor: Phil Pape, Student Supervisor and Programs Coordinator 414-229-6999

Interview Information: Please request an application from Phil by emailing pvpape@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, be awarded work-study financial aid funds, and have experience with UWM off-campus life and/or renting.

Desired Candidate Qualities and Skillset:
- Desire to build resume
- Strong verbal & written communication
- Positive attitude & willingness to learn
- Public speaking
- Ability to constructively give and receive feedback
- Microsoft Office 365
- Interest in event planning
- Critical thinking/initiative/autonomy
- Multitasking/time-management/organization
- Persistence & resiliency
- Flexibility in schedule and attitude
- Social media & technology

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

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. Support, participate, coordinate planning, and execute NHO events and programming initiatives related to: UNITE, Fall Welcome, Neighborhood Clean-Up, Family Weekend, Homecoming, Preferred Tenant Program, Good Neighbor, NHO Week, Move-Out Festival, etc. This includes sponsorship solicitation.

B. Promote mission of NHO and support rental education outreach through tabling, presentations, off-campus peer-to-peer follow-ups, and marketing initiatives.

C. Provide exceptional customer support for students, landlords, etc. via walk-ins, phone calls, and emails

D. Provide general office support in Neighborhood Housing Office as needed

E. 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, Family Weekend, etc.)

F. Research and write content for social media, newsletters, websites and promotional pieces for External Relations

G. Staff special events, other activities, and additional duties as assigned/required.

Updated 11/25/19