

Job Title: Outreach Educator
Classification of Position: External Relations Student Assistant
Name/Address of Student's Employer: Neighborhood Housing Office
Student Union WG85
2200 E Kenwood Blvd
Milwaukee, WI 53211

Job Description

The Outreach Educator will support the activities of the External Relations and Neighborhood Housing Office through the coordination of the Preferred Tenant Program, follow-ups, rental education campaigns, and events.

Job Duties:

<u>Primary Duties</u>	<u>Approx. Percent of Time Applied Over One Year</u>
• Provide exceptional customer support for students, landlords, etc. via walk-ins, phone calls, and emails	20%
• Coordinate and maintain the Preferred Tenant Program canvas course and host in-person workshops	20%
• Collaborate with Marketing Specialists to implement rental education campaigns	15%
• Coordinate tabling and presentations promoting Neighborhood Housing services on campus	15%
• Coordinate off-campus follow-ups with students who live off campus	10%
• Support event staffing and program planning in alignment with mission and learning outcomes of the Neighborhood Housing Office	10%

Additional Duties

• Support sponsorship solicitation efforts via calling and email campaigns	10%
• Actively participate in one-on-one meetings and team meetings	
• Assist with External Relations special events (Summerfest, State Fair, Family Weekend, etc.)	
• Special projects and other duties as assigned	

Qualifications & Education Requirements:

- UWM Student enrolled in a minimum of 3 credits and maintain a 2.5 or higher semester and cumulative GPA
- Must live near UWM's Kenwood campus and have renting experience or complete the Preferred Tenant Program
- Must be able to prioritize this job if holding more than one employment position, school is only exception.
- Utilize Adobe and Office 365 programs (Microsoft Word, Excel, Sharepoint, Onedrive, Onenote, Teams, etc.)
- Ability to multitask, interpret, and utilize a constant, large amount of information in a fast-paced environment.

Preferred Qualifications & Skills:

- Eligible for Federal Work Study
- Experience with customer service
- Possess excellent written and interpersonal communications skills
- Ability and interest in taking initiative and independently solve problems within the scope role
- Ability to maintain effective working relationships with other campus departments and external constituents
- Strong organizational skills and the ability to exercise discretion and maintain confidentiality
- Ability to interpret and utilize a constant, large amount of information in fast-paced environment

- Be energetic, possess a strong work ethic, be self-motivated, reliable, empathetic, and have a strong desire to help their fellow students, co-workers, and other customers

Compensation & Evaluation:

The starting wage for this position is \$12.00/hour. This is determined with consideration of university guidance and comparable positions across campus. Employees will be evaluated quarterly using mid-semester and end of semester evaluations to promote growth. Employees will be considered for a merit increase for each 12 months completed in the role in accordance with University Relations Student Employment guidelines. For reference, the Student Employee Manual can be found at uwm.edu/hr/student-employees/

Department:	External Relations/Neighborhood Housing
Supervisor Name:	Alyssa Conrardy
Supervisor Phone/Email:	414-229-6999/nho-supervisor@uwm.edu
Student's Length of Employment:	Year Round