



Job Title: Outreach Educator
Classification of Position: Off Campus Resource Center Student Assistant
Name/Address of Student's Employer: Office Campus Resource Center
 Student Union
 2200 E Kenwood Blvd
 Milwaukee, WI 53211

Job Description

The Outreach Educator will support the activities of the Off Campus Resource Center 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 OCRC	10%

Additional Duties

• Support sponsorship solicitation efforts via calling and email campaigns	10%
• Actively participate in one-on-one meetings and team meetings	
• 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 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
- Live near UWM's Kenwood campus and have renting experience or complete the Preferred Tenant Program
- 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 \$11.00/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. For reference, the Student Employee Manual can be found at uwm.edu/hr/student-employees/

Department:	Off Campus Resource Center/Dean of Students
Supervisor Name:	Allyson Killian
Supervisor Phone/Email:	414.251.5539 acotter@uwm.edu
Student's Length of Employment:	Year Round