Program Associate
College of Biological Sciences

The College of Biological Sciences is an academic unit of approximately 2,400 undergraduate students pursuing degrees in the life sciences at the University of Minnesota. The college offers eight majors and ten minors to prepare students to solve biological problems facing our world.

CBS Student Services is a team of 19 professional staff members, each contributing to the shared responsibility of advancing the mission and vision of the college. These staff serve students in three functional areas: academic advising, career coaching, and student engagement.

Reporting to the Assistant Director of Student Services and Chief of Staff, the Program Associate provides administrative support for: day-to-day operations and long-term goals of the CBS Student Services unit, execution of signature events, and the Assistant Dean’s calendar and work plan.

Principal Duties and Responsibilities

20% - Administrative Support for Assistant Dean

Provide key logistical support to the Assistant Dean for Student Affairs and International Programs.

- Support the execution of the Assistant Dean’s work plan through managing time commitments, calendaring and schedule, using sound judgment to prioritize schedule appropriately
- Arrange travel and related needs (conferences, association meetings, presentations, lodging, etc.). Prepare expense reports on behalf of the Assistant Dean
- Coordinate logistics such as room reservations, ordering, and taking minutes for events facilitated by the Assistant Dean

40% - Organization Planning & Effectiveness Support

Contribute to execution of the mission and vision of CBS Student Services by supporting the work of the CBS Student Services Leadership Team to execute key strategic initiatives and ongoing organizational maintenance and development.

- Support unit operations by developing and managing workflow to ensure efficient, accurate and timely services to students, faculty, alumni, and general public
- Collaborate with operations team on new administrative initiatives, processes, and workflows to align with University procedures and achieve office priorities
- Support the Assistant Director of Student Services and Chief of Staff and hiring managers in human resources related matters and processes for staff and student workers.
- Support the execution CBS Student Services protocols regarding recruiting, hiring, on-boarding, and transitioning all team members. Apply a racial equity and social justice lens to creating inclusive human resource practices
- Triage complicated and/or sensitive customer service inquiries, following up in a timely and appropriate manner on issues needing attention to ensure a high level of service for the office or, when appropriate, making referrals to other offices and staff
- Collect and compile information and provide other assistance to the CBS Student Services leadership team as necessary (e.g., award nominations, dashboard usage data)
- Support the execution of the Student Services yearly calendar and commitments, comprising recurring operations (professional development, employee work plan cycle, retreats, performance reviews, etc.), University meetings and events
- Manage confidentiality and provide complex and sensitive programmatic support
- Serves as a liaison (with other units and/or the general public) for requests, policy/procedural questions, and/or problem resolution
30% - Event Planning & Management

Provide high quality service to prospective and graduating students by supporting the execution of signature events.

- Support highly visible CBS Student Services signature events, including Commencement ceremony and freshman recruitment events (Dean’s Reception, Sneak Preview)
- Manage aspects of assigned events, which will include serving as a key point person and planning committee member, collaborating with internal and external staff members, developing event materials, working with presenters to schedule program content, overseeing expenditures, working with internal and external vendors, etc.
- Coordinate event communications and assessments
- Create summary reports of each event outlining how data and feedback gathered from current events can be used to develop successful future events

10% - Professional Development & Service

- Commitment to identifying, challenging, and removing barriers to access at the individual, community, and system level through a racial equity and social justice lens
- Engage in professional development and service activities related to the student services profession and organizational planning, within the University community and beyond
- Serve on Student Services, College, and University committees as requested

Minimum Qualifications

- BA/BA or a combination of related education and work experience to equal four years
- Evidence of effective relationship-building, team-building, and communication skills
- Ability to effectively communicate across race, class, and culture
- Demonstrated commitment to applying social and racial equity practices
- Ability to work well independently and collaboratively
- Demonstrated ability to establish and maintain effective working relationships with a wide range of constituencies (students, staff, faculty)
- Excellent organizational skills, attention to detail, and ability to initiate projects and programs and see them through to completion

Preferred Qualifications

- BA/BS and two years relevant professional experience
- Previous administrative experience in a higher education setting, balancing multiple complex projects and related details
- Flexibility, adaptability, and the ability to work under tight deadlines or changing needs
- Previous experience working with U of M systems such as Peoplesoft, APLUS, UM Reports
- Previous experience in report development and/or graphic design
- Demonstrated experience in applying a racial equity and social justice lens to create an inclusive office environment and practices

How to Apply

Instructions for using the University’s Employment System can be found at the link below:
https://humanresources.umn.edu/find-job/using-employment-system

Anticipated salary range ($39,000-$45,000)

For more information about working in CBS Student Services, visit: https://z.umn.edu/workingincbs
If you have questions, please contact Stefanie Wiesneski (swiesnes@umn.edu). The priority application deadline is August 19.

The University of Minnesota shall provide equal access to and opportunity in its programs, facilities, and employment without regard to race, color, creed, religion, national origin, gender, age, marital status, disability, public assistance status, veteran status, sexual orientation, gender identity, or gender expression.