

UW HEALTH POSITION DESCRIPTION

POSITION SPECIFICS			
Title: Web Center Coordinator		Department/Number: Web Center/10220	
Reports to: Director, Web Center			
Job Code: 320015	FLSA Status: Exempt		
Manager Approval: R.Broering	Date: 5-16	HR Approval: MJG	Date: 5-16
POSITION SUMMARY			
<p>Under the direct supervision of the Web Center Director, this position coordinates the intake of project and update requests for all web properties and web applications, develops and administers surveys using licensed survey tools, assists with e-Learning activities, provides training and administers Workspaces (UW Health online collaboration software), manages the Contact Us inquiries from all public websites, routing requests as appropriate, and provides administrative support. The incumbent is often the front-line contact with the Web Center and must provide excellent customer service to both internal and external clients. In addition, this position will help develop financial reports, competitive summaries and other reports on an ongoing basis and as necessary.</p> <p>The incumbent will be expected to act independently in pursuit of information to fulfill the duties of this position. In addition, this position is responsible for providing telephone and email inbox coverage, purchasing support, maintaining purchasing records for financial reports, ongoing budget reviews, scheduling meetings, coordinating office supplies and equipment maintenance, processing time cards, distributing mail/faxes, performing departmental copying and any other administrative functions as defined by the Director. This position will help monitor department compliance for specific activities as set by UW Health Administration or the Director of the Web Center. This individual must project a positive image of the department and exercises discretion, initiative and good judgment.</p> <p>A wide variety of internal and external relationships are necessary to accomplish the objectives and perform the duties of this position. The incumbent will work in close coordination with UW Health Administration, Information Systems and Marketing Communications offices and various department representatives, and the UW School of Medicine and Public Health. Developing and maintaining good communication with these contacts is essential to accomplishing the objectives of this position and the goals of the Web Center.</p> <p>The position typically entails judgment in the development of solutions to major problems or opportunities where precedents are few. This position requires innovation and vision in problem solving and meeting objectives in a timely manner. The incumbent has extensive project management responsibilities, which are integrated within the Web Center and organizations within the enterprise.</p> <p>All members of the Web Center must actively take a UW Health enterprise perspective and approach in their work to successfully achieve the goals of the Web Center, UW Health and participating partners.</p>			
MAJOR RESPONSIBILITIES			
<p>Project Coordination</p> <ol style="list-style-type: none"> 1. Acts as initial point of contact for requests coming in via the Web Center email inboxes (for public and private websites), initiating projects within the Web Center project management software system and informing clients that their request has been received. 2. Reaches out to requestors as needed for project clarification to gain a clearer understanding of project scope. 3. Triage incoming Contact Us forms from all public websites, working with colleagues in various departments to respond to inquiries. Follows up with outside clients/patients directly as necessary. 4. Provides primary phone support for the Web Center, taking incoming calls. <p>Administrative Support</p> <ol style="list-style-type: none"> 1. Provides comprehensive administrative program support for the Director and supports Web Center staff where possible. 2. Organizes and maintains a record of time sheets, vacation and sick leave and distributing to the payroll department by the due date. Assists with hourly employee time sheet management. Annually reviews employee statuses to ensure employees use necessary vacation and holiday time. 3. Acts as travel coordinator for the Web Center in accordance with UW Health policies and procedures. This includes processing travel requests and reimbursements in a timely manner. 4. Assists with registering Web Center staff for webinars, workshops, conferences, etc. 			

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5. Receives and distributes incoming mail and/or faxes for the department. Receives and reviews incoming mail, including electronic mail, for the Director when appropriate.
6. Coordinates the maintenance and upkeep of office equipment in use within the Web Center.
7. Schedules meetings for the department staff when appropriate, including securing space within off-site buildings, ordering food and sending meeting agendas and reminders as necessary.
8. Copies and distributes materials within a given time frame. Arranges for copying in the most cost efficient manner.
9. Creates and maintains an efficient, orderly filing system. Files are to be reviewed and purged on a regular basis.
10. Assists with recruitment of open positions by making travel arrangements and arranging interviews.
11. Assists with onboarding new employees.
12. Prioritizes workload and plans for its completion in a timely manner. Communicates with the Director concerning activity, status and workload.
13. Distributes office/building security cards.
14. Screens calls, responds to questions, takes messages or redirects calls appropriately. Information related to employee-employer relations must be kept confidential.
15. Maintains licensing contracts held by the Web Center, monitoring termination protocols and working with legal and purchasing on new license agreements.
16. Provides purchasing assistance to ensure delivery and resolve all discrepancies in orders and billings in a timely manner.
17. Validates the accuracy of detailed invoices for purchased equipment and services of the department.
18. Helps complete monthly budget versus actual variance reports for the Web Center. Provides financial analysis of department spending, use of professional services, software, hardware and other appropriate budget classes.
19. Provides reconciliation of monthly departmental credit cards.
20. Provides documented invoice/payment back-up support for fiscal.

Specific Software Administration

1. Consults and provides survey development using a licensed software system to administer surveys to UW Health faculty and staff. Ensures that the survey schedule is timed to avoid survey fatigue and inform survey owners of competing priorities.
 - Provides end-of-survey and/or monthly raw data survey results.
 - Maintains ongoing surveys.
2. Administers U-Connect Workspaces by establishing requested Workspaces, training Workspace administrators, providing administrator and end-user support, and removing unused Workspaces on an annual basis. Develops training guides and keeps current as software is upgraded.
3. Provides basic support for the Moodle e-Learning system used by the UW Health Learning and Development team for non-employee learners.
4. Maintains requests for access to secure LDAP Groups in conjunction with ID Vault security management. Verifies requests based on role, if necessary, and grants access. Updates ID Vault with missing or incorrect email addresses to users with LDAP accounts.

Miscellaneous Projects

Special tasks and projects as assigned by the Director of the Web Center and other Web Center management.

All duties and requirements must be performed consistent with the UW Health Performance Standards.

POSITION REQUIREMENTS

Education	Minimum	Associate degree in business or related field
	Preferred	Bachelor's degree from an accredited college or university preferred
Work Experience	Minimum	3 to 5 years of project administration or relevant experience
	Preferred	
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Proficiency in the use of personal computers and relevant computer software applications, such as email, spreadsheet, presentation graphics, scheduling and word processing programs or a high level of comfort learning new software technology.

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	<p>Experience with Microsoft Office Suite Professional is desirable. Experience with web content management systems and project management software is preferred.</p> <ul style="list-style-type: none"> • Excellent verbal and written communication with internal and external customers • Effective time management skills • Ability to make appropriate and timely decisions • Ability to be organized and respond flexibly to changing demands • Experience using the web • Ability to manage projects to a deadline • Provides excellent customer service to both internal and external clients • Accomplishes responsibilities with a minimum amount of direction and shows creativity and initiative • Ability to produce accurate and timely reports • Ability to maintain an organized and current filing system • Exhibits a positive image for the department and UW Health • Ability to interact with and work around people • Ability to make judgments in demanding situations • Ability to react to frequent changes in duties and volume of work • Ability to listen empathetically • Ability to logically organize details • Comfortable accepting responsibility for medium to large scale projects involving multiple resources and spanning many months from start to finish • Ability to manage multiple concurrent activities
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PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
x	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:		•		

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Work/Environmental: Moderate noise level consistent with an office environment

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.