



## Director

Legal Title: Director (100%)

The Director of the Office of Program Support Services (OPSS) is responsible for the office's delivery of support to assist faculty and staff with planning, implementing and evaluating high quality educational programs for the people of Wisconsin. The director will develop, lead and manage all functions of OPSS including program development functions such as, onboarding for new colleagues, language, expanding access opportunities, program evaluation, reporting and instructional design for multicultural learners.

Reporting to the Associate Dean of Operations and Policy, the director will assist in implementing a variety of management systems including a situational analysis, plan of work, recording results system with a focus on impacts, evaluation and other program support services that positively contribute to the development of UW-Extension professionals across the organization. The director will also supervise, manage, and develop a staff of program professionals while fostering an environment that is inclusive, trusting, respectful, and collegial.

### **PRIMARY DUTIES/ESSENTIAL JOB FUNCTIONS:**

Leadership to the Office of Program Support Services:

- Grow and build out the vision, mission and culture within the Office of Program Support Services ensuring a high quality services for end users.
- Manage and implement operational, budgetary, and administrative processes and policies within the office and across UW-Extension.
- Engage and learn from data and evaluation findings, presenting statistics in ways that internal and external stakeholders can utilize.
- Work closely with colleagues and UW-Madison partners sharing impacts and success stories aligned with communication and legislative strategies through reporting mechanisms and other special initiatives.
- Provide leadership and support to language and expanding access to Institutes, programs and initiatives to grow opportunities for diverse learners and communities.
- Supervise and develop staff and manage their day-to-day activities, conducting annual reviews, working through employee relations issues, and providing opportunities for professional development while promoting a diverse and inclusive environment.
- Cooperate with Associate Deans, Institute Directors, Program Managers and other operational units to provide overall leadership for program development and evaluation.
- Develop and design annual and multi-year program planning at multiple scales, statewide needs assessment, situational analysis, training and resource development for new and existing colleagues, divisional program-related data collection and use, methods of teaching and learning for multicultural audiences, and effective educational delivery.
- Support onboarding processes for new colleagues in collaboration with the Office of Human Resources and the Institutes across UW-Extension with a strong focus on orientation and building capacity for program development skills.
- Manage recruitments for new positions within OPSS.
- Collaborate with Communications staff to implement, share and maintain OPSS content and other public communications.

- Engage with UW-Madison’s University Relations on sharing impact stories and other data projects demonstrating the value of UW-Extension in communities.
- Serve as UW-Extension’s representative on various committees and working groups.
- Work closely with Departments, Institutes, and Programs to ensure a consistent, evidence-based approach to program development.
- Provide leadership to ensure educational methods are aligned and meet the needs of a wide range of diverse learners, collaborating with Educational Technology Services and the Institutes.
- Work closely with leadership to develop and implement reporting tools to track progress toward strategic priorities, and to satisfy requirements of funding partners, including the federal government.

**QUALIFICATIONS:**

Required:

- A master’s degree in evaluation, planning or a related field reflective of UW-Extension programming.
- Seven or more years of progressively more responsible experience in program planning and/or evaluation.
- Familiarity with sources of extramural support, such as federal and state grants and contracts with other external partners.
- Demonstrated supervisory and/or management abilities.
- Experience using non-traditional learning methods in delivering outreach education.
- Evidence of success in designing, implementing and evaluating educational programs for diverse audiences.
- Excellent administrative and organizational skills, including collaboration skills across multiple offices, a diverse group of colleagues, and motivational leadership abilities.
- Experience in policy-making and strategic thinking.
- Excellent written and oral communication skills.
- Experience in impact reporting to advance strategic initiatives of an organization.
- Demonstrated commitment to enhancing diversity through inclusive design and language with significant skills and experience working with people as individuals, groups and staff, specifically from a position of leadership.

Preferred:

- PhD in educational planning and/or evaluation.
- Experience managing staff within an institution of higher education.
- Experience in change management.
- Experience in building and developing new operational processes.
- Experience designing planning and reporting systems.
- Experience leading statewide needs assessments/situational analyses.

**TYPE OF APPOINTMENT:**

This position is a full time, limited term appointment in the University of Wisconsin-Extension division of Extension and Public Media. This appointment is a limited appointment within the meaning of [Section 36.17 Wisconsin Statutes](#), the Wisconsin Administrative Code [Chapter UWS 15](#), and the derived policies of the University of Wisconsin System and UW-Extension. This position reports to the Associate Dean of Operations and Policy.

**POSITION CLARIFICATION:**

This position description is not intended to be comprehensive in nature given the changes in primary duties/essential job functions and position expectations that can occur over time in response to emerging and assessed community, program and organizational needs. Changes to this position

description are subject to the approval of the Office of Human Resources and those to whom the position is accountable.

**POSITION BENEFITS AND SALARY:**

[State of Wisconsin benefits \(https://www.wisconsin.edu/ohrwd/benefits/\)](https://www.wisconsin.edu/ohrwd/benefits/), including retirement, vacation, sick leave, health insurance, and other insurances. Starting salary range commensurate with minimum and preferred qualifications:

**EQUAL OPPORTUNITY:**

As an affirmative action employer, University of Wisconsin-Extension provides equal opportunity in programs and employment; and is strongly committed to maintaining a climate supportive of respect for differences and equality of opportunity. University of Wisconsin-Extension does not discriminate on the basis of age, race, creed, color, disability, sex/gender, sexual orientation, national origin, ancestry, religion, marital status, identity as a veteran, disabled veteran, Vietnam veteran or any other military service, arrest record or non-program related conviction record. ***We promote excellence through diversity and encourage all qualified individuals to apply.***

Materials will be made available in alternative format upon request. Please call 711 if you are hearing or speech impaired and need assistance.

**CRIMINAL BACKGROUND CHECK:**

A criminal background check will be conducted prior to employment. Completed consent forms will be requested following final interviews. In compliance with the Wisconsin Fair Employment Act, convictions and pending charges will be considered only as they relate to this position.

**Instructions for Applicants:**

Applicants are required to apply online. UW-Extension will not consider paper, emailed or faxed applications. Online application, with all required documents, must be received by **January 20, 2019**.

**Required Application Materials:**

1. A current resume (not to exceed 4 pages)
2. A cover letter (not to exceed 2 pages), that addresses how your education and experience meet the minimum qualifications.
3. In a separate narrative, answer the following questions.
  - a. What two things excite you most about this position?
  - b. What are the two biggest challenges for this position, and how would you approach them?
  - c. What do you feel your biggest limitation to being successful in this position would be?
4. A list of three references to include names, contact information, and organizational affiliation.

For questions regarding this position, please contact Patrick Proden, Associate Dean of Operations and Policy, at [patrick.proden@ces.uwex.edu](mailto:patrick.proden@ces.uwex.edu). For technical questions or assistance, please contact UW Service Center at (888) 298-4159. For all other questions please contact [jennique.demers@uwex.uwc.edu](mailto:jennique.demers@uwex.uwc.edu).