



Program & Technology Associate Position Description

Job Title: WSMA Program & Technology Associate

Position Description: The *Program & Technology Associate* serves Wisconsin School Music Association (WSMA), Wisconsin Music Educators Association (WMEA), and Wisconsin Foundation for School Music (WFSM) housed at Wisconsin Center for Music Education (WCME) in Waunakee, Wisconsin. This salaried, full-time position was created to offer friendly and focused service as a point-of-contact to members and technology support and services for WSMA programs. This position is meant to evolve with the needs of members, the organizations, and the position holder. This position requires the ability to respond to a broad spectrum of inquiries and requests.

Position Type/Work Year: Ongoing budget-based position/52-week per year full-time position

Compensation and Fringe Benefits: This is a salaried position eligible for benefits as offered to all WSMA employees outlined in the employee handbook. The starting salary range is \$33,000-\$34,000 and includes ten (10) days of paid vacation, ten (10) days of paid holidays, and two (2) personal days.

Essential Outcomes, Functions, and Responsibilities:

The following suggests the scope and focus of the position; however, it does not express every detail of the work

1. WSMA Memberships

- Support Program Associate - Member Services with schools in rural, tribal, and urban areas of Wisconsin that require additional supports to access full membership services
- Respond to inquiries about membership in the Account Portal (daily)

2. WSMA Festivals/Adjudicators

- Data entry and monitoring/compilation of data related to WSMA Festivals
- Data entry and record updates (adjudicators)
- Represent WSMA at state festival(s) (last weekend in April and first weekend in May)

3. WSMA, WMEA, and WFSM Events

- Member of Events team
- Set up and run technology for both online and in-person events (workshops, meetings, etc.)
- Plan event needs with collaborative Events Team
- Flexible hours needed during weeks with events
- Work required hours as assigned for major events such as Wisconsin State Music Conference and WSMA State Marching Band Championships

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4. WSMA, WMEA, and WFSM Websites

- Collect, organize, and manage content on the association websites to ensure that information is accurate, up-to-date, and user friendly
- Develop and publish online forms, surveys and various reports

5. General Support

- Provide customer service to membership for festival software, online forms, website navigation, and general program questions
- Support team members in software, forms and web development, and troubleshooting issues with hardware and software
- Provide administrative support to directors including, but not limited to, data entry, clerical support, and reporting

Skills/Knowledge Required: All WSMA employees must be able to work in a team setting. They must be able to support colleagues when required.

Skills:

- Ability to utilize spreadsheets for organizing data, data analysis, calculations, and charting
- Ability to utilize word/text documents for communication, mail merge, and collaborative editing
- Understanding of database structure, relational tables and objects, and use of database for data entry and reporting
- Ability to use HTML & CSS in web development
- Ability to learn new technologies and processes information quickly
- Ability to adapt to changes in timelines and sequences
- Excellent oral and written communications, interpersonal, and organizational skills
- Excellent administrative and technology support to members/customers and internal staff

Preferred Knowledge:

- Software Experience
 - Google Workspace (formerly G Suite)
 - Filemaker Pro Databases
 - Microsoft Office
 - Wordpress Website Builder
 - MemberSuite (AMS)
- Advanced knowledge of Website Languages
- Experience with providing excellent administrative and technology support to members/customers and internal staff

Disclaimer: The above statements describe the general nature and level of work being performed by people assigned to this position. They are not an exhaustive list of all responsibilities, duties, and skills required of this position. Conditions at WSMA are fluid, changing in some measure throughout the year. Every WSMA employee may, from time to time, be required to perform duties outside of his/her normal responsibilities in service of our membership, associations, and foundation.