

## **MVNU Student Employment Job Description**

**JOB TITLE:** Office Assistant

**DEPARTMENT:** Center for Student Success

**REPORTS TO:** Student Success Coach & Development Specialist

**PAY GRADE:** Current student-worker pay rate

**POSITION OVERVIEW:** CSS office assistants provide customer service and administrative support for CSS services and professional staff. Office assistants serve as front desk receptionists and assistants to the department and perform a variety of customer service, communication, organization, and project-based tasks.

- **Requirements:**
  - 1 year of college education
  - 3.0 cumulative GPA in college credits
- **Necessary Applicant Skills:**
  - Dependability in following schedules and procedures
  - Customer service-oriented approach to interactions with campus community
  - Friendliness, approachability, and attentiveness to students, faculty, and staff
- **Expectations for a Successful Applicant**
  - Familiarity with CSS services, programs, and procedures
  - Willingness to learn new systems and processes and perform tasks as assigned
  - Initiative to seek out projects and tasks
  - Proficient in personal study habits, time management, and communication
  - Capable of maintaining confidentiality of students' personal and academic information
  - Professionalism in the workplace
- **Responsibilities of an Office Assistant**
  - Complete five hours of online training and attend a two-hour all-staff training at the start of the school year
  - Provide a welcoming and helpful environment for visitors to the CSS
  - Answer phone calls, respond to emails, and assist students in scheduling and locating appointments through the CSS
  - Helping with the logistics and execution of CSS programming, staffing events, etc.
  - Assist with office organization and maintenance projects
  - Help create marketing for CSS through social media, newsletters, etc.
  - Other duties as assigned
- **Normal Working Hours and Days:** Office Assistants should be able to commit to at least 6 hours/week. The office schedule is set for each semester by the Student Success Coach & Development Specialist after communicating with the Office Assistant staff regarding available & preferred times.
- **Attire on the Job:** University Dress Standard as listed in the Student Handbook

