Center for Advising & Student Transitions

Title: Office Assistant

Location: Webster Hall, 200A

Job Type: Student Assistant and or Federal Work Study

Days Needed: Monday – Friday, 20 hours a week

Job Description: The Student Office Assistant will contribute to the overall coordination of the day-to-day activities of the Center for Advising & Student Transitions by providing customer service, the scheduling of academic advisors’ appointments, and managing a large volume of student traffic through the office. The Student Office Assistant will provide excellent resource to students, faculty, and staff interacting with the department and will demonstrate initiative in problem solving.

Primary Responsibilities:

- Supports the office’s day-to-day functioning and manages related activities for the staff
- Greets all visitors, via telephone and/or in person in a professional manner
- Schedules academic advisors’ appointments as needed
- Logs students into the student contact tracking system and manages the student traffic flow accordingly during walk-in times
- Answers inquiries regarding department procedures, policies, registration, academic advising, etc.
- As needed, directs students, family members, faculty, and staff to the appropriate office or department on campus for further assistance or information
- Receives, reviews, distributes, and processes all forms according to department procedures; enters data into the student information system as required
- Maintains the supply of literature and brochures in the office; restocks supplies as needed
- Flexible work schedule including some evenings that are required
- Maintains proficiency with the various software packages and technologies used by the departments; attends trainings as needed
- Keeps current with all technology policies and procedures used by the department and the University
- Provides support to students to help them learn how to negotiate institutional processes and procedures
- Interprets requests and accurately handles numerous inquiries through-out the university
- Keeps abreast of University policies and procedures
- Applies principles, federal and/or state laws and regulations as required
- Performs other duties as assigned

Qualifications: Under the supervision of the Program Assistant, the office assistant would have the essential qualifications that include:

- A current full-time undergraduate student
- Highly attentive to detail
- Excellent written and oral communications skills
- The ability to handle multiple tasks simultaneously
- Proactive with exceptional judgement and organizational skills
- The ability to be collegial and team-oriented in a diverse environment
- Astute in various software systems including Microsoft Office applications
- The ability to exercise discretion in handling confidential information
• The ability to be flexible and adaptive to changing needs and priorities
• A strong student-centered orientation

Application Instructions:
Please email cover letter and resume to: Shareakah Hopson, hopsons@montclair.edu