Academic Success Center

**Title:** Graduate Student Worker

**Location:** Webster Hall, Room 304

**Job Type:** Student Assistant

**Days Needed:** M - F

**Job Description:**

The Graduate Student Worker will assist with the overall coordination of the day-to-day activities of the Academic Success Center by assisting with the coordination of tutoring and testing. The Graduate Student Worker will assist the staff in the coordination of the departments’ initiatives and will provide excellent customer service to students, faculty, and staff interacting with the department. Must be available evening hours.

**Primary Responsibilities:**

- Assists in the execution of comprehensive and holistic academic and transition programs that promote the success and development of undergraduate students at the University
- Supports the office’s day-to-day functioning
- Greets all visitors, via telephone and/or in person in a professional manner
- Manages multiple calendars and schedules testing and tutors’ appointments
- Answers inquiries regarding department procedures, policies, tutoring, testing, etc.
- As needed, directs students, family members, faculty, and staff to the appropriate office or department on campus for further assistance or information
- Monitors and responds to messages received on departmental voicemail and email accounts
- Receives, reviews, distributes, and processes all forms according to department procedures; enters data into the student information system as required
- Provides assistance with testing and assessment activities including but not limited to: making appointments, proctoring exams, coordinating and preparing mailings, and data entry
- Flexible work schedule including evenings and weekends is 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
- Performs other duties as assigned
Qualifications:

Graduation from an accredited college with a Bachelor's degree. Essential qualifications include: 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; the ability to have a “big picture” perspective; technically 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 send resume, cover letter and 3 references to Julie A. Mazur at mazurj@mail.montclair.edu