Center for Advising & Student Transitions

Title: Graduate Student Worker

Location: Webster Hall, 200A

Job Type: Student Assistant

Days Needed: Monday – Friday, at $18 an hour

Job Description:
The Graduate Student Worker will see to the overall coordination of the day-to-day activities of the Center for Advising & Student Transitions and the Academic Success Center by coordinating the scheduling of academic advisors’ appointments, tutoring appointments, responding in a timely manner to inquiries regarding these areas’ activities, managing a large volume of student traffic through the office, and assisting the staff in the coordination of the departments’ initiatives. The Office Assistant will provide excellent customer service to students, faculty, and staff interacting with the department and will demonstrate initiative in problem solving. The Graduate Student Worker will see to the timely completion of departments’ projects and will play a critical role in supporting their assessment activities.

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 and manages related activities for the staff
- Greets all visitors, via telephone and/or in person in a professional manner
- Interviews, hires, and supervises student assistants; processes their payroll accordingly
- Manages multiple calendars and schedules academic advisors’ and tutors’ appointments
- Logs students into the student contact tracking system and manages the student traffic flow during walk-in times
- Manages and tracks the traffic flow of students, directing them to peer advisors, tutors, and academic advisors accordingly
- Prepares and processes hiring and payroll forms for student assistants
- Answers inquiries regarding department procedures, policies, registration, 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 email accounts
- 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
- Completes administrative tasks related to budget, procurement, and travel
- Schedules meetings for the professional staff and provides support in the preparation of agendas and needed materials
- Provides assistance with testing and assessment activities including but not limited to: making appointments, coordinating and preparing mailings, ordering testing units, and data entry
- Assists in the development, coordination, and implementation of the department’s initiatives
- Collaborates with the units in Academic Affairs and Student Development and Campus Life to connect the transition and success initiatives of the department to the overall retention and persistence initiatives at the University
- Serves as a liaison/resource person for students and their families
- 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
• Provides support to students to help them learn how to negotiate institutional processes and procedures
• Serves as a troubleshooter for the office
• Interprets requests and accurately handles numerous inquiries
• Supports the internal assessment process and makes recommendations for program development
• Keeps abreast of University policies and procedures
• Applies principles, federal and/or state laws and regulations as required
• Prepares clear and accurate reports and maintains records and files
• Represents the department at University events
• Performs other duties as assigned

The above statements reflect the general details considered necessary to describe the principle functions of the job as identified, and shall not be considered as a detailed description of all work requirements that may be inherent in the position.

Qualifications:

Graduation from an accredited college with a Bachelor's degree or an Associate's degree with two years of related experience. 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. Experience with Banner preferred.

Application Instructions:

Please send resume and cover letter to Shareakah Hopson at hopsons@mail.montclair.edu