## JOB DESCRIPTION

<table>
<thead>
<tr>
<th><strong>Requisition ID</strong></th>
<th>22564</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ASU Job Title</strong></td>
<td>Student Support Specialist</td>
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<tr>
<td><strong>Campus Location</strong></td>
<td>Poly</td>
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<tr>
<td><strong>Department Name</strong></td>
<td>MLF Teachers College</td>
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<tr>
<td><strong>Full-Time/Part-Time</strong></td>
<td>Full -Time</td>
</tr>
<tr>
<td><strong>Scope of Search</strong></td>
<td>Open</td>
</tr>
<tr>
<td><strong>Grant Funded Position</strong></td>
<td>This is not a grant funded position and is not contingent on future grant funding.</td>
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<tr>
<td><strong>Close Date</strong></td>
<td>May 20, 2016</td>
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### Job Description

The Student Support Specialist provides professional level administrative support to the Mary Lou Fulton Teachers College at the Polytechnic campus. This Student Support Specialist will assist with general administration of projects, service to students in person and by phone, and technical planning. In addition, this person will collaborate with assigned senior staff member in order to gain working knowledge and experience related to department administration.

### Minimum Qualifications

- Bachelor’s degree in field appropriate to area of assignment AND one year of administrative and appropriate program experience; OR, Five years of progressively responsible administrative and appropriate program experience; OR, Any equivalent combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved.

### Desired Qualifications

- Demonstrated knowledge of management principles and practices
- Demonstrated knowledge of program coordination
- Demonstrated knowledge of basic project management
- Experience in organizing resources and establishing priorities
- Experience in planning organization, coordination of activities
- Experience in establishing and maintaining effective working relationships with students, faculty and staff
- Evidence in effective communication, both verbal and written

### Working Environment

The is position is located at the Polytechnic campus in Mesa, Arizona but the candidate may be required to attend meetings or events on other ASU campuses or facilities.

### Essential Duties

The Student Support Specialist serves the Office of Student Services and is support for recruitment and Clinical Experiences Offices at the Polytechnic campus, which may include the following duties and responsibilities:
- Coordinates the daily functions of the Front Desk, such as tracking services provided to undergraduate and graduate Teachers College students and prospective students, coordinating appointments, providing referrals to appropriate services, answering phones and routing calls to appropriate advisor/recruiter, setting appointments for students, faculty assistance or other unique projects.
- Assembles and analyzes statistical data and service measurements and makes interpretations for application to the area of assignment.
- Supports the iTeachAZ screening process for students entering the professional teacher preparation program.
- Assists in development of, policies or procedures to enhance service to students; coordinates programs as assigned.
- Assists in specialized administrative or technical projects in the area of assignment.
- Analyzes procedures and makes recommendations for improvement.
- Maintains databases and prepares reports as needed.

**Areas of duties and responsibilities may include the following:**

- General administration
- Academic and Student Services
- Business Office
- Event Support
- Operations
- Special Projects
- Data Analysis
- Report Development

**Department Statement**

As one of America's largest producers of teachers and as a leader in cultivating transformative school leaders in the nation's PreK - 12 schools, ASU's Mary Lou Fulton Teachers College (MLFTC) prepares 1,500+ teachers annually through its multiple preparation programs which include undergraduate and graduate degree programs offered through traditional and non-traditional pathways.

Mary Lou Fulton Teachers College continues to rise in the rankings of the nation's top education graduate programs, climbing to No. 17 and tying with University of California-Berkeley and the University of Kansas according to the 2015 U. S. News & World Reports Best Graduate Schools rankings, released March 10, 2015.

**ASU Statement**

Arizona State University is a new model for American higher education, an unprecedented combination of academic excellence, entrepreneurial
energy and broad access. This New American University is a single, unified institution comprising four differentiated campuses positively impacting the economic, social, cultural and environmental health of the communities it serves. Its research is inspired by real world application blurring the boundaries that traditionally separate academic disciplines. ASU serves more than 90,000 students in metropolitan Phoenix, Arizona, the nation's fifth largest city. ASU champions intellectual and cultural diversity, and welcomes students from all fifty states and more than one hundred nations across the globe.

ASU is a tobacco-free university. For details visit [www.asu.edu/tobaccofree](http://www.asu.edu/tobaccofree)

AmeriCorps, Peace Corps, and other national service alumni are encouraged to apply.

Arizona State University is a VEVRAA Federal Contractor and an Equal Opportunity/Affirmative Action Employer. All qualified applicants will be considered without regard to race, color, sex, religion, national origin, disability, protected veteran status, or any other basis protected by law.

<table>
<thead>
<tr>
<th>Employment Verification</th>
<th>ASU conducts pre-employment screening which may include verification of work history, academic credentials, licenses, and certifications.</th>
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<tbody>
<tr>
<td>Background Check Statement</td>
<td>ASU conducts pre-employment screening for all positions which includes a criminal background check, verification of work history, academic credentials, licenses, and certifications. Employment is contingent upon successful passing of the background check.</td>
</tr>
<tr>
<td>Instructions to Apply</td>
<td>Application deadline is 3:00PM Arizona time on the date indicated. Resumes should clearly illustrate how prior knowledge and experience meet the minimum and desired qualifications stated in this requisition. Only electronic applications are accepted. ASU does not pay for travel expenses associated with interviews, unless otherwise indicated.</td>
</tr>
<tr>
<td>Instructions for ASU Online Employment Applications</td>
<td>• Go to the ASU Human Resources site: <a href="https://cfo.asu.edu/hr-applicant">https://cfo.asu.edu/hr-applicant</a> and scroll down to apply for an ASU job now. • For staff positions click on Internal Applicants (for existing ASU employees) or External Applicants (you must create an ASU account or enter existing account information). • From the ASU Welcome page which is the new Talent Gateway (gives applicants several online options for the recruiting process), click on Search Openings to locate positions of interest.</td>
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</table>
- From the Search Openings page, customize your search or simply click the **Search** button to view all ASU staff job openings.
- From the Search Results page, scroll to positions of interest and click on the red Requisition ID **22564BR** at the left to apply.
- From the Job Details page, review the posted job description and click the **Apply To Job** button to begin the online application process.

Then, answer the questions to complete the ASU Kenexa online employment application (**Note**: you will be asked to submit your cover letter, resume and three personal references as part of the application process).