# Student Services Assistant

*(Job Number: 45737)*

<table>
<thead>
<tr>
<th>Campus/Location</th>
<th>West</th>
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<tbody>
<tr>
<td>Department Name</td>
<td>Mary Lou Fulton Teachers College</td>
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<tr>
<td>Grant Funding</td>
<td>This is not a grant funded position and is not contingent on future grant funding.</td>
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<td>Close Date</td>
<td>October 3, 2018</td>
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## Job Description
Mary Lou Fulton Teachers College is seeking a qualified individual for the position of Student Services Assistant for the Office of Student Services, Graduate Student Services. The Student Services Assistant provides administrative and operations support for online graduate program admission, academic advising, and front desk services. Under general supervision, the Student Services Assistant will serve as a key contributor in supporting admission, retention, and graduation of online graduate students in the college.

This position is located primarily at the West campus, but occasional travel to other ASU campuses or off-campus locations is required.

## Essential Duties
- Assists with the processing of applications for online master’s and graduate certificate programs.
- Performs various administrative duties to support admissions (prepares and distributes documents, information packets, updates and maintains tracking database and lists, etc.)
- Assists students and recruitment staff with admissions process questions through phone calls, email, and/or walk-ins.
- Communicates with students, faculty, and staff through various methods to update and inform of admission status.
- Performs various clerical duties in support of the office (reception, phones, appointment scheduling, etc.).
- Analyzes procedures and makes recommendations for improvement.
- Assists in developing workshops, meetings, seminars, and activities as directed and coordinates logistics and appropriate communications.
- Assists in development of new programs including program materials, policies or procedures, and admission and advising materials.
- Under direction of supervisor, engages in recruitment and retention activities.
- Assists in specialized administrative, operational or technical projects in area of assignment.
- Participates in special projects with staff as directed.
- Performs other duties as assigned.

## Minimum Qualifications
Bachelor’s degree in a related field; OR, Four (4) years of administrative and/or program experience: OR, Any equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved.

## Desired Qualifications
- Demonstrated knowledge of organizational practices.
- Demonstrated knowledge in office procedures.
- Demonstrated knowledge of policies, procedures and terminology of graduate admissions.
- Demonstrated knowledge of higher education recruitment practices and principles.
- Evidence of verbal and written communication skills.
- Experience in working with diverse populations.
- Experience in establishing priorities.
- Experience in establishing and maintaining effective working relationships.
- Experience in use of personal computer and related software applications.
- Demonstrated knowledge of the principles, practices, and procedures of admissions in higher education.
- Demonstrated knowledge of the principles, practices, and methods of customer service.
- Experience working with online and/or graduate students.
- Experience in providing thorough and complete attention to detail, following multi-stepped processes, and maintaining accurate records.
- Experience in applying the principles, techniques, and methods of teamwork, compromise and collaboration to produce desired outcomes.
- Experience in working effectively in an environment subject to quickly changing priorities.

**Working Environment**

- Activities are performed in an environmentally controlled office setting subject to extended periods of sitting, keyboarding and manipulating a computer mouse.
- Required to stand for varying lengths of time and travel moderate distances to perform work.
- Frequent bending, reaching, lifting, pushing and pulling up to 25 pounds.
- Regular activities require ability to quickly change priorities which may include and/or are subject to resolution of conflicts.
- Ability to clearly communicate verbally, read, write, see and hear to perform essential functions.
- Regular use of standard office equipment including, but not limited to: computer workstation/laptop (keyboard, monitor, mouse), printer, fax, calculator, copier, telephone and associated computer technology peripherals.
- This position receives regular review of objectives.

**Department Statement**

Arizona State University’s Mary Lou Fulton Teachers College creates knowledge, mobilizes people and takes action to improve education. Nationally recognized as a leading innovator in teacher education and scholarly research, Mary Lou Fulton Teachers College prepares over 1,500 educators annually through bachelor’s, master’s and doctoral degree programs.

Working with a mindset of creative intrapreneurship to bring positive change within organizations, Mary Lou Fulton Teachers College brings people and ideas together to improve student outcomes. We seek to develop a renewable resourcefulness in individual educators, in schools, in school districts and in communities.

In line with the charter and design principles of Arizona State University, Mary Lou Fulton Teachers College asserts the following four core values:

- Pursue excellence at scale to achieve impact
- Exercise leadership through innovation
- Champion diversity of people and ideas
- Share responsibility for the strength of communities

**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.

**Instructions to Apply**

Application deadline is 3:00PM Arizona time on the date indicated.

Please include all employment information in month/year format (e.g., 6/88 to 8/94), job title, job duties and name of employer for each position.

Resume should clearly illustrate how prior knowledge and experience meets the Minimum and Desired qualifications of this position.

ASU does not pay for travel expenses associated with interviews, unless otherwise indicated.

Only electronic applications are accepted for this position.

**Instruction for ASU Online Employment Applications**

Go to the ASU Human Resources site: [https://cfo.asu.edu/hr-applicant](https://cfo.asu.edu/hr-applicant) and scroll down to Jobs at ASU.

- Select **External Staff Job Opportunities** if you’re not currently an ASU employee (you must create an account or enter existing account information).
- Select **Internal Staff Job Opportunities** if you’re a current ASU employee.
- Enter **Requisition ID 45737BR** in the Search box.
- Click the red job title to view the entire job description.
- To apply, select the check box to the left of the job title and click on **Apply to job(s)** at the bottom of the screen.
- Click **Let's get started** to begin the application process