

## Student Support Specialist (Job Number: 72475BR)

<b>Campus Location</b>	West
<b>Department Name</b>	Mary Lou Fulton Teachers College
<b>Full-Time/Part-Time</b>	Full-time
<b>Grant Funded Position</b>	This is not a grant-funded position and is not contingent on future grant funding
<b>Salary</b>	Depends on Experience
<b>Close Date</b>	2 weeks
<b>Job Description</b>	<p>ASU's Mary Lou Fulton Teachers College is seeking an innovative, forward-thinking, and student-centered individual for the role of Student Support Specialist. MLFTC Office of Student Services is responsible for providing exemplary academic advising and support to students in our master's degree and graduate certificate programs. Our team approach focuses on personalized engagement to deliver exceptional service and support for every learner we serve. The Student Support Specialist is responsible for providing excellent service, administrative and operational support for graduate program admission, advising, and front desk services.</p> <p>This position is based at the <b>West campus</b>. Travel to other campuses may be required on occasion.</p>
<b>Essential Duties</b>	<ul style="list-style-type: none"> <li>• Provide oversight and support of the West campus front desk, including office opening and closing procedures, answering of phones and greeting of guests, scheduling of appointments and meetings, office supply ordering and inventory management.</li> <li>• Supervises student workers in the provision of front desk and administrative activities, including reception, answering phones, directing guests, appointment scheduling.</li> <li>• Provide general administrative support to the Graduate advising and admission teams, including triaging of inbound student requests, running reports, conducting outreach, and data entry.</li> <li>• Responds to student questions and concerns; ensures students are connected with the appropriate advising, admission, or other college or university resource for assistance.</li> <li>• Assists with planning and scheduling of advising events such as new student orientations, webinars, or other events.</li> <li>• Assists with advising and admission</li> <li>• Navigates complex environments with evolving priorities and communication plans, establishes and maintains effective professional working relationships.</li> </ul>
<b>Minimum Qualifications</b>	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.
<b>Desired Qualifications</b>	<ul style="list-style-type: none"> <li>• At least two years of experience providing administrative and/or programmatic support in higher education strongly preferred.</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrated experience and working in team-based environments, and the ability to apply the principles, techniques and methods of teamwork, compromise and collaboration to produce desired outcomes.</li> <li>• Demonstrated ability to establish and maintain effective working relationships with peers, faculty, students, administration and other interested parties.</li> <li>• Demonstrated ability to work effectively in an environment subject to quickly changing priorities, and adapt to utilize new technology, practices, policies and methods.</li> <li>• Experience in providing thorough and complete attention to detail, following multi-stepped processes, and maintaining accurate records</li> <li>• Demonstrated ability to effectively communicate both written and verbally with a wide variety of university constituents, including students, staff, faculty, and college/university administrators</li> </ul>
<b>Working Environment</b>	<ul style="list-style-type: none"> <li>• 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 walk moderate distances to perform work.</li> <li>• 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.</li> <li>• Frequent bending, reaching, lifting, pushing and pulling up to 25 pounds.</li> <li>• Regular activities require ability to quickly change priorities, which may include and/or are subject to resolution of conflicts.</li> <li>• Ability to clearly communicate verbally, read, write, see and hear to perform essential functions.</li> <li>• Consistent direction and feedback are provided to ensure stated goals and objectives are being achieved/met.</li> </ul>
<b>Department Statement</b>	<p>ASU'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 7,600 educators annually.</p> <p>MLFTC faculty create knowledge by drawing from a wide range of academic disciplines to gain insight into important questions about the process of learning, the practice of teaching, and the effects of education policy.</p> <p>MLFTC mobilizes people through bachelor's, master's, and doctoral degree programs, through non-degree professional development programs, and through socially embedded, multilateral community engagement.</p> <p>MLFTC takes action by bringing people and ideas together to increase the capabilities of individual educators and the performance of education systems.</p> <p>MLFTC is committed to ensuring that the fundamental commitment to advancing system equity, inclusion, and justice is enacted in our curricula, programming, and relationships. Our ultimate goal is to help us imagine possibilities for creating</p>

	<p>sustainable cultures in our college and with our global communes that is reflective of a deep commitment to inclusion, systemic equity, and justice.</p>
<b>ASU Statement</b>	<p>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 80,000 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.</p> <p>ASU is a tobacco-free university. For details visit <a href="http://www.asu.edu/tobaccofree">www.asu.edu/tobaccofree</a></p> <p>AmeriCorps, Peace Corps, and other national service alumni are encouraged to apply.</p> <p>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.</p> <p><b><u>Notice of Availability of the ASU Annual Security and Fire Safety Report</u></b>        In compliance with federal law, ASU prepares an annual report on campus security and fire safety programs and resources. ASU's Annual Security and Fire Safety Report is available online at <a href="https://www.asu.edu/police/PDFs/ASU-Clery-Report.pdf">https://www.asu.edu/police/PDFs/ASU-Clery-Report.pdf</a>. You may request a hard copy of the report by contacting the ASU Police Department at 480-965-3456.</p> <p>Relocation Assistance – For information about schools, housing child resources, neighborhoods, hospitals, community events, and taxes, visit <a href="https://cfo.asu.edu/relocation-services">https://cfo.asu.edu/relocation-services</a>.</p>
<b>Employment Verification</b>	<p>ASU conducts pre-employment screening which may include verification of work history, academic credentials, licenses, and certifications.</p>
<b>Fingerprint Check Statement</b>	<p>This position is considered safety/security sensitive and will include a fingerprint check. Employment is contingent upon successful passing of the fingerprint check.</p>
<b>Instructions to Apply</b>	<p>Application deadline is 3:00PM Arizona time on the date indicated.</p> <p>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.</p> <p>Resume should clearly illustrate how prior knowledge and experience meets the Minimum and Desired qualifications of this position.</p> <p>Only electronic applications are accepted for this position. <a href="#">72475BR</a></p>