Administrative Specialist  
(Job Number: 75578BR)

Campus Location | Polytechnic
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Department Name | Mary Lou Fulton Teachers College
Full-Time/Part-Time | Full-time
Grant Funded Position | This is not a grant-funded position and is not contingent on future grant funding
Salary | $42,000 - $45,000 per year; DOE
Close Date | February 10, 2022

Job Description
ASU’s Mary Lou Fulton Teachers College (MLFTC) Office of Student Services is seeking an innovative, forward-thinking, and student-centered individual for the role of Administrative Specialist at the Polytechnic Campus.

MLFTC’s Office of Student Services (OSS) is responsible for providing excellent support to students in our undergraduate, 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 Administrative Specialist is responsible for providing excellent service, administrative and operational support for the student success and advising teams, supervision of student workers and oversight of front desk services.

This position is Monday-Friday 8am-5pm and is based at the Polytechnic campus. Travel to other campuses may be required on occasion.

Essential Duties

- Provides oversight and support of the Polytechnic campus front desk, including office opening and closing procedures, answering of phones and greeting of guests, scheduling of appointments and meetings, managing student workers, ordering office supplies and inventory management.
- Provides general administrative support to the student success and advising teams, including triaging of inbound student requests, running reports, conducting outreach, and data entry.
- Responds to student questions and concerns; ensures students are connected with the appropriate advising, admission, or other college or university resource for assistance.
- Assists with planning and scheduling of meetings or programs.
- Makes initial contact with students referred through Supporting our Students (SOS) submissions to schedule and/or provide resources based on Coordinated Care Strategists’ triaged severity and direction.
- Tracks and schedules all required initial and follow up meetings for Notice of Concern (NOC) students on the appropriate timeline with the appropriate undergraduate or graduate team.
- Completes follow up and tracking of grades and program progress for students in the SOS and NOC support systems.
- Documents all student meetings with Coordinated Care Strategists, the Director of Student Success or the Executive Director of Academic Services in Peoplesoft advising notes.
• Creates Salesforce cases to track student issues and review and code all incoming salesforce cases that are generated based on SOS submissions.
• Provides timely updates to Coordinated Care Strategists for non-responsive students.
• Provides resources and guidance on how to specifically access resources (SAILS, TRIO, Counseling, etc.)

Minimum Qualifications
Bachelor's degree and five (5) years of executive-level administrative support experience; OR, Nine (9) years of executive-level administrative support experience; OR, Any equivalent combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved.

Desired Qualifications
• Two or more years of experience providing administrative and/or programmatic support in higher education strongly preferred.
• Experience working within team-based environments and the ability to apply the principles, techniques and methods of teamwork, compromise and collaboration to produce desired outcomes.
• Demonstrated ability establishing and maintaining effective working relationships with peers, faculty, students, administration and other interested parties while working effectively in an environment subject to quickly.
• Experience in providing thorough and complete attention to detail, following multi-stepped processes, and maintaining accurate records.
• Demonstrated ability to effectively communicate both written and verbally with a wide variety of university constituents, including students, staff, faculty, and college/university administrators.
• Evidence of established proficiency in Microsoft Outlook, Microsoft Excel, Microsoft PowerPoint, Microsoft Word, PeopleSoft, Salesforce (CRM) and Slack.

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 walk moderate distances to perform work.
• Regular use of standard office equipment including, but not limited to: computer workstation/laptop (keyboard, monitor, mouse), printer, fax, copier, telephone and associated computer/technology peripherals.
• 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.
• Consistent direction and feedback are provided to ensure stated goals and objectives are being achieved/met.

Department Statement
ASU’s Mary Lou Fulton Teachers College creates knowledge, mobilizes people, and takes action to improve education. Nationally recognized as a leader in teacher preparation, leadership development and scholarly research, Mary Lou Fulton Teachers College prepares over 7,600 educators annually. 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. 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. MLFTC takes action by bringing people and ideas together to increase the capabilities of individual educators and the performance of education systems.

Aligned with ASU’s commitment to justice, equity, diversity and inclusion, MLFTC is committed to advancing systemic equity in our curricula, programming and institutional relationships. The college’s core value of Principled Innovation connects individual decision making to the pursuit of systemic equity.

**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 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.

**COVID-19 Vaccination Requirements:** Arizona State University is a federal contractor and subject to federal regulations which may require you to produce a record of a COVID-19 vaccination. For questions about medical or religious accommodations, please visit the Office of Diversity, Equity and Inclusion’s webpage

ASU is a tobacco-free university. For details visit [https://wellness.asu.edu/explore-wellness/body/alcohol-and-drugs/tobacco](https://wellness.asu.edu/explore-wellness/body/alcohol-and-drugs/tobacco)

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.

**Notice of Availability of the ASU Annual Security and Fire Safety Report**

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 [https://www.asu.edu/police/PDFs/ASU-Clery-Report.pdf](https://www.asu.edu/police/PDFs/ASU-Clery-Report.pdf). You may request a hard copy of the report by contacting the ASU Police Department at 480-965-3456.

Relocation Assistance – For information about schools, housing child resources, neighborhoods, hospitals, community events, and taxes, visit [https://cfo.asu.edu/az-resources](https://cfo.asu.edu/az-resources).

| **Employment Verification** | ASU conducts pre-employment screening which may include verification of work history, academic credentials, licenses, and certifications. |
| **Fingerprint Check Statement** | This position is considered safety/security sensitive and will include a fingerprint check. Employment is contingent upon successful passing of the fingerprint check. |
| **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. #75578BR