# Student Support Specialist, Undergraduate Services
(Job Number: 94790BR)

<table>
<thead>
<tr>
<th>Campus Location</th>
<th>Tempe</th>
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<tbody>
<tr>
<td>Department Name</td>
<td>Mary Lou Fulton Teachers College</td>
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<tr>
<td>Full-Time/Part-Time</td>
<td>Full-time</td>
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<tr>
<td>Grant Funded Position</td>
<td>This is not a grant-funded position and is not contingent on future grant funding</td>
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<tr>
<td>Salary</td>
<td>Depends on Experience</td>
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<td>Close Date</td>
<td>September 8, 2023</td>
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## Job Description
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 Academic and Career Success (OACiS) is responsible for providing exemplary academic advising and support to students in our graduate and undergraduate 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 advising, student engagement, and front desk services.

This position is based at the **Tempe campus**. Travel to other campuses may be required on occasion.

### Essential Duties
- Provide oversight and support of the Tempe campus front desk, including office opening and closing procedures, answering of phones and greeting of guests, scheduling of appointments and meetings, maintaining a clean and welcoming lobby area, etc.
- Supervise student workers in the provision of front desk and administrative activities, including reception, answering phones, directing guests, appointment scheduling and projects.
- Monitor and provide timely responses to Salesforce inquiries.
- Provide general administrative support to the advising and student success 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 appropriate advising, success coaches, or other college or university resource for assistance.
- Assists with planning and scheduling of OACiS events such as Fall Welcome events, Professional Pathways welcomes, and/or other events as directed
- Create marketing plans and materials for events
- Coordinate and collaborate with West front desks to ensure coverage, staffing and resource needs are met.
- Navigates complex environments with evolving priorities and communication plans, establishes and maintains effective professional working relationships.

### 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

- At least two years of experience providing administrative and/or programmatic support in higher education strongly preferred.
- 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.
- Demonstrated ability to establish and maintain effective working relationships with peers, faculty, students, administration and other interested parties.
- Demonstrated ability to work effectively in an environment subject to quickly changing priorities, and adapt to utilize new technology, practices, policies and methods.
- Demonstrated experience with programs like Canva, Hoot Suite, and Instagram, and ASU brand guidelines for social media
- Proficiency with Calendly, Salesforce, PeopleSoft, Microsoft Office, and Good Suite
- 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

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, calculator, 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 8,000 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 charter, MLFTC is committed to inclusion and student success. The college’s core value of Principled Innovation connects individual
decision making with the social, cultural, emotional and educational needs of others while creating positive change for humanity

**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. #94790BR