

## Student Support Specialist, Graduate Services (Req # - 101004BR)

<b>Campus Location</b>	Tempe
<b>Full-Time/Part-Time</b>	Full-Time
<b>Grant Funded Position</b>	This is a not grant-funded position and is not contingent on future grant funding.
<b>Salary</b>	\$42,016 - \$47,000 per year; DOE
<b>Close Date</b>	May 14, 2024
<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 within the Office of Academic and Career Success. MLFTC Office of Academic and Career Success 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 and advising, with particular attention to learners in programs leading to initial teacher certification.</p> <p>This position is based at the <b>Tempe</b> campus, with required occasional travel to the campus other than the assigned campus.</p>
<b>Essential Duties</b>	<ul style="list-style-type: none"> <li>• Provide general administrative support to assigned advising teams, including triaging of inbound student requests, running reports, conducting outreach, and data entry</li> <li>• Assists with tracking student enrollment, updating advisor and student resources, and filing of electronic documents</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>• Navigates complex environments with evolving priorities and communication plans, establishes and maintains effective professional working relationships.</li> <li>• Other duties as assigned</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 one year of experience providing administrative and/or programmatic support in higher education strongly preferred</li> <li>• 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> </ul>

	<ul style="list-style-type: none"> <li>• Experience in establishing and maintaining effective working relationships with peers, faculty, students, administration and other interested parties</li> <li>• Experience in working 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>• Evidence of effective communicate 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; frequently required to stand for varying lengths of time and walk moderate distances to perform work</li> <li>• Occasional bending, reaching, lifting, pushing and pulling up to 25 pounds</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 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.</p> <p>Aligned with ASU's <a href="#">charter</a>, MLFTC is committed to advancing inclusive excellence in our curricula, programming and institutional relationships. The college's core value of <a href="#">Principled Innovation</a> connects individual decision making to the pursuit of inclusive excellence.</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="https://wellness.asu.edu/explore-wellness/body/alcohol-and-drugs/tobacco">https://wellness.asu.edu/explore-wellness/body/alcohol-and-drugs/tobacco</a></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>Notice of Availability of the ASU Annual Security and Fire Safety Report</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/az-resources">https://cfo.asu.edu/az-resources</a>.</p>
<b>Employment Verification</b>	ASU conducts pre-employment screening which may include verification of work history, academic credentials, licenses, and certifications.
<b>Fingerprint Check Statement</b>	This position is considered safety/security sensitive and will include a fingerprint check. Employment is contingent upon successful passing of the fingerprint check.
<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>ASU does not pay for travel expenses associated with interviews, unless otherwise indicated.</p> <p>Only electronic applications are accepted for this position.  <a href="https://cfo.asu.edu/applicant101004BR">https://cfo.asu.edu/applicant101004BR</a></p>