LAWRENCE TECHNOLOGICAL UNIVERSITY
Job Description
JOB TITLE: Student Office Assistant

EXEMPT (Y/N): Yes
SALARY LEVEL: 
SHIFT: Day, afternoon, or evening
LOCATION: Main Campus
EMPLOYEE NAME: Gladys Avilés
PREPARED BY: Gladys Avilés
APPROVED BY: Alan McCord

SUMMARY: The Student Office Assistant is a student staff member of the Academic Achievement Center who demonstrates exemplary customer service skills, provides administrative support, coordinates administrative tasks, manages testing services, and completes assigned office duties. Communication skills (oral and written), organizational skills, and the ability to change priorities as needed are essential for this position.

ESSENTIAL DUTIES AND RESPONSIBILITIES follow. Other duties may be assigned.
The student staff member must be able to satisfactorily complete each task. Training is available to ensure that the student staff can properly perform all tasks.

- Greet visitors and ensure they sign in when appropriate. Demonstrate exemplary customer service skills when addressing the questions and requests of visitors, students, parents, faculty, and staff. Be able to communicate with a diverse group of individuals with tact and diplomacy.
- Provide administrative support such as mailing bulk letters, typing documents, answering phones, sorting and routing incoming mail, setting up appointments, making copies, etc.
- Coordinate administrative tasks relating to the Center’s programs, including room reservations, preparing materials, ordering food, updating information on the Lawrence Tech website, preparing appreciation certificates, posting flyers, maintaining the tutoring schedule, etc.
- Manage testing services on a daily basis. Check the appointment book, reserve rooms, schedule appointments, proctor exams, and return exams to instructors.
- Track office expenditures and maintain data tracking for the Center’s programs. Order and monitor usage of office supplies. Assess future supply needs for major programs, projects, mailings, as well as day-to-day operations of the center.
- Complete other duties as assigned.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE: Undergraduate students who have completed 24 or more credit hours or graduate applicants who have completed 6 credit hours are preferred. International students must have a minimum TOEFL score of 550 or completed COM 1103 English Composition, and demonstrate good oral communication skills (listening and speaking) during his/her interview.

Applicants must also provide one reference from a Lawrence Tech staff or faculty member.
ACADEMIC REQUIREMENTS: Students must maintain full time student status (exceptions may be made for students completing their final semester) and a cumulative GPA of 2.5 for the duration of employment. Students may not be on disciplinary probation while filling this position, and may not have been suspended from the residence halls or the University.

TIME COMMITMENT: This position is approximately 10 – 20 hours per week. The employee may accept additional time commitments during the employment period with the permission of the Director. Additional time commitments include other forms of employment, co-ops and internships, membership in a campus organization, and any other activity.

LANGUAGE SKILLS: Applicants must have the ability to read, analyze, and interpret general safety rules, operating and maintenance instructions and procedure manuals, as well as the ability to write routine reports and correspondence.

REASONING ABILITY: Applicants must have the ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Applicants also must have the ability to interpret and apply common sense to a variety of instructions furnished in written, oral, diagram, or schedule form.

OTHER SKILLS and ABILITIES: Applicants must be proficient at typing and using a computer for word processing, spreadsheets, Blackboard, and e-mail, and they must be able to learn other programs pertinent to the position.

Applicants must be able to communicate with a variety of individuals of various ages and backgrounds and possess tact and diplomacy.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works in outside weather conditions. The noise level in the work environment is usually moderate.

This position occasionally requires the employee to perform some responsibilities off campus. While acting as a representative of Lawrence Technological University, it is important that the employee be knowledgeable and professional. Communication skills (both oral and written), organizational skills, and the ability to handle changing priorities are essential for success in this position.