

Position Description

POSITION PROFILE

Position Title: Student Affairs Office Assistant

EOU Department/College: Student Affairs

EOU Supervisor Title: Jordan Withers, Assistant Director for Student Relations

Typical Job Duration: Academic year

Job Level: \$13.70 per hour, Level 1

Type of Schedule/Typical Hours: Flexible; hours are assigned based on availability between 8:00 AM - 5:00 PM, accommodating course schedules.

Typical Number of Hours Per Week: Varies; based on Work Study eligibility and office needs.

POSITION INFORMATION

Student Position Description Summary:

The Student Affairs Office Assistant supports various functions in the Office of Student Affairs. This role assists the Executive Assistant to the Vice President for Student Affairs and the Interim Director of Student Relations, focusing on professional growth and knowledge relevant to the student's professional/personal pursuits. Successful applicants must be able to provide general office and student engagement support for the Student Affairs Office and its associated departments.

Various duties include creating marketing and student engagement content in person, through social media, and with print materials. Additionally, the role involves assisting professionals within the office, ensuring office operations and functionality.

Job Duties/Responsibilities/Essential Functions:

- Research and proposing content for social media, in person and print material campaigns focusing on engaging a wide variety of students.
- Content creation to influence positive campus engagement in partnership with Student Affairs, athletics, and various campus departments.
- General office reception, including fielding and directing phone calls, providing excellent customer service, having a general knowledge basis of EOU departments and resources, etc.
- General office productivity functions, including making scans, utilizing Google Drive/Microsoft Office to assist in ongoing projects, archiving and paperwork processing, appointment scheduling, etc.
- Delivery of mail and packages to on-campus departments
- General maintenance of the office environment, including cleaning, organizing, taking periodic inventory, etc.
- Assisting in basic problem-solving pertaining to student concerns or community questions (training will be provided to assist in handling various scenarios)
- Data entry into software programs and research (training will be provided for these specific tasks).
- Supporting special projects as they arise across Student Affairs, such as taking minutes at special meetings, helping plan end-of-year events, serving as a volunteer at Student Affairs events, etc.

HIRING CRITERIA

Minimum Qualifications:

- Federal Work-Study Eligibility Required

Preferred Qualifications:

- Experience in office administration or customer service
- Strong organizational and communication skills.

Desired Knowledge, Skills & Abilities:

- Communication Skills: Excellent verbal and written communication abilities
- Organizational Skills: Proficient in managing multiple tasks and maintaining order
- Technical Skills: Competence in using office software and performing data entry
- Interpersonal Skills: Effective at providing customer service and handling inquiries.

STUDENT LEARNING OUTCOMES

As a result of completing this Position, the student will:

Academic Learning Outcomes:

- Gain practical skills in office administration and event planning.

Industry Learning Outcomes:

- Understand the workings of a university administrative office.

Career-Readiness Learning Outcomes:

- Develop professionalism, communication, and organizational skills.

PROFESSIONAL DEVELOPMENT & TRAINING

Professional Development & Training

EOU student employees have an opportunity to engage in professional development and training as a part of the job. Supervisors support the attainment of professional development by either providing internal department-specific training and/or time reassigned from normally scheduled duties to participate in University-wide training opportunities including appropriate virtual community training opportunities.

Specific training/professional development opportunities:

- *[job-specific training from your department]*
- *[University and virtual community training/events specific to the student position]*
- Multicultural-sponsored training, activities, and events
- Career exploration activities via Career Services
- EO Career Expo Career-Ready symposium First Wednesday in April
- Resume Review with Career Services and/or WorkSource Oregon

LEARNING ASSESSMENT & PERFORMANCE EVALUATION

Learning Assessment and Performance Evaluation

Once a term, student employees and supervisors meet to discuss the progress on completing the position's learning outcomes and the employee's job performance. Specifically:

- Adjustments to the learning outcomes and job duties as needed in order to meet the outcomes
- Upcoming training and professional development opportunities
- On-the-job performance feedback and the level of meeting job duty expectations
- Application of coursework to the workplace, job duties, and learning outcomes
- Application of possible connections to future career-related interests and coursework