



IOWA STATE UNIVERSITY
Academic Success Center

Academic Success Center Student Assistant Position Summary

Student Assistants are undergraduate employees who work as front desk staff and office support staff in the Academic Success Center (ASC). The ASC has several main programs: Academic Coaching and Outreach, PSYCH 131, Supplemental Instruction, and Tutoring Services. The mission of the Academic Success Center is: *"The Academic Success Center provides opportunities for students to develop skills that promote success, practice leadership, and become self-directed learners through the delivery of centralized, high-quality academic support services that are responsive to the needs of the campus community."* Our student assistants serve a vital role with knowledgeable customer service and administrative responsibilities centered on student success. Student Assistants will report to the ASC Secretary, but will work with and support the entire ASC staff and all programs. Student Assistants are paid \$11 per hour.

Required Qualifications:

- One completed semester at Iowa State University
- Required availability throughout the workweek for at least 10 hours a week for both fall and spring semesters from 8am-5pm
- Commitment to work at least 2-3 semesters
- Minimum cumulative GPA of 2.50

Preferred Qualifications:

- Availability to work on Monday and Wednesday Mornings during the fall 2022 semester
- Previous experience answering phone calls, emails, and providing customer service
- Strong oral and written communication skills
- Experience with Outlook and proficiency with Microsoft Suite, including keyboard typing proficiency
- Ability to navigate databases and search fields
- Previous involvement with Academic Success Center programs
- Enthusiasm to support students seeking support
- Openness to learning and taking on tasks autonomously, while also knowing when to ask questions

Student Assistant Responsibilities:

- Be an ambassador for the mission of the Academic Success Center
- Provide exceptional customer service by greeting visitors, answering telephones, responding to emails, etc.
- Work under the supervision of the ASC Secretary and connect with them to stay up to date with information in the office and from staff meetings

- Provide office support functions for all program areas: Academic Coaching and Outreach, PSYCH 131, Supplemental Instruction, and Tutoring Services
- Assist office professional staff by completing program specific projects and general office tasks: entering data, filing, etc.
- Be a liaison for general academic resources and information about Iowa State University and the Academic Success Center
- Schedule appointments with ASC staff; manage calendar changes
- Maintain a clean and welcoming front office space

How to Apply: [Click here to fill out the application for this position](#)