

**ISU Academic Success Center
Front Desk Student Assistant
Fall 2023 - Spring 2024**

About ISU Academic Success Center

The Academic Success Center (ASC) 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.

Position Overview

Student Assistants who work at the front desk provide support for all ASC staff and programming. The ASC has several main programs: Academic Coaching, the Academic Success Navigator Unit, Supplemental Instruction, Tutoring Services, Writing and Communication Consultations, and workshops and partnerships. Our Student Assistants serve a vital role with knowledgeable customer service and administrative responsibilities centered on student success. Through assisting others, Student Assistants gain valuable work experience, build their teamwork abilities, and hone their communication skills.

Responsibilities and Career Competencies:

We want students' employment experience within the Division of Student Affairs to be more than just a paycheck. We believe that every position a student works can help prepare them for their work once they graduate from Iowa State University. The eight [Student Employee Career Readiness Competencies](#) provide both a framework and a language for describing/defining the competencies that develop through experiences and employment.

Front Desk Student Assistants will develop essential career competencies in:

- **Collaboration and Teamwork**
 - Work productively within an ever-evolving team structure.
 - Collaborate on projects with peer students, professional staff, and graduate assistants.
- **Learning and Application**
 - Provide office support functions for all program areas: Academic Skills Coaching, Academic Success Navigator Unit, Supplemental Instruction, Tutoring Services, and Writing and Communication Consultations.
 - Complete general administrative tasks: entering data, utilizing software, scheduling appointments, managing calendars, supporting hiring and outreach efforts, etc.
 - Assist in development of marketing materials and social media content.
- **Professionalism and Communication**
 - Provide exceptional customer service by greeting visitors, answering telephones, responding to emails, etc.
 - Be a liaison for general academic resources and information about Iowa State University and the Academic Success Center.

- Maintain a clean and welcoming front office space.
- Maintain confidentiality when required.
- **Leadership**
 - Be an ambassador for the mission of the Academic Success Center and model professional behavior.
 - Develop confidence and exercise initiative to prioritize tasks and tackle projects.
- **Critical Thinking and Problem Solving**
 - Exercise sound reasoning to analyze issues, make decisions, and overcome problems.
- **Intercultural Perspectives**
 - Recognize, value, respect, and learn from divergent viewpoints and identities.
 - Demonstrate openness, inclusiveness, and the ability to interact respectfully with all people.
- **Technology**
 - Gain proficiency in Microsoft Office Suites, Workday, Navigate EAB, tutoring database, and other university software.
 - Adapt to new and emerging technologies to complete tasks.

Required Qualifications

- Enrolled in an undergraduate program at Iowa State University
- One completed semester of coursework at Iowa State University
- Availability from 8am - 5pm throughout the work week for both Fall and Spring semesters
- Commitment to work at least 2 semesters
- Minimum cumulative GPA of 2.0

Preferred Qualifications

- Previous customer service or administrative experience
- Strong oral and written communication skills
- Proficiency with Microsoft Suite, including Outlook and Excel
- Ability to navigate databases and search fields
- Previous engagement with ASC programs
- Detail-oriented and autonomous work style
- Professional, friendly, and enthusiastic communication style

All majors are encouraged to apply. Students eligible for College Work-Study are encouraged to apply.

Dates of Employment: _____

Hours:

- Recurring weekly in 3+ hour increments between 8 am - 5 pm Monday through Friday
- Scheduled around classes
- Flexible, with opportunities to pick up extra shifts variably week-to-week
- Can work up to 20 hours per week on campus

Compensation: \$11 hourly

Application Materials

- Online application
- Resume/CV
- Cover Letter

We strongly encourage applicants to schedule a Writing and Communication Consultations at the Academic Success Center to review your application materials before submission.

Deadline: _____

We will reach out to selected applicants via email to schedule potential interviews after applications close. Any questions about application materials should be sent to the Coordinator for The Academic Success Center Navigator Unit, Elizabeth Helmick: ehelmick@iastate.edu

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