

About ISU Academic Success Center

The Academic Success Center (ASC) provides comprehensive academic support services that ensure the success of Iowa State University students. We empower students to seek academic support and collaborate with our trained peer leaders to promote impactful learning and community for all. The ASC is committed to offering resources, guidance and support, and facilitating academic excellence for all students.

Position Overview

Student assistants who work at the front desk provide support for all ASC staff and programming. The ASC has several main offerings: Academic Coaching, Academic Success Navigation, Accountability Groups, Supplemental Instruction, Tutoring Services, Writing and Communication Consultations, and workshops and partnerships. Our student assistants serve the vital role of brand ambassador, with 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:

Front Desk Student Assistants will develop essential career competencies in:

- **Collaboration and Teamwork**
 - Collaborate on daily tasks and projects with peer students, professional staff, and graduate assistants.
- **Professionalism and Communication**
 - Provide exceptional customer service by greeting visitors, answering telephones, and responding to emails in a clear and courteous manner
 - Be a knowledgeable resource about ASC services and campus offerings
- **Learning and Application**
 - Provide office support functions such as entering data in Excel, managing Outlook calendars, scheduling appointments in EAB Navigate, and utilizing databases
 - Assist in the development of marketing materials and social media content.
- **Leadership**
 - Be an ambassador for the Academic Success Center and model professional behavior
- **Critical Thinking and Problem Solving**
 - Exercise sound reasoning to analyze issues, make decisions, and overcome problems
 - Develop confidence and exercise initiative to prioritize tasks and tackle projects
- **Intercultural Perspectives**
 - Demonstrate openness, inclusiveness, and the ability to interact respectfully with all people.
- **Technology**
 - Gain proficiency in Microsoft Office Suites, Workday, Navigate EAB, Canva, Instagram, and other software
 - Adapt to new and emerging technologies to complete tasks

Required Qualifications

- Full-time enrollment as an Iowa State University undergraduate student
- GPA requirement: 2.0 cumulative GPA
- Commitment to work at least 2 semesters (Fall 2024 – Spring 2025)

Preferred Qualifications

- Previous customer service or administrative experience
- Strong oral and written communication skills
- Proficiency with Microsoft Suite, including Outlook and Excel
- Experience developing and posting social media content (Canva & Instagram)
- Previous engagement with ASC programs
- Detail-oriented and autonomous work style

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

Hours:

- 8-12 hours recurring weekly between 8 am - 5 pm Monday through Friday
- Hours are 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: April 12, 2024

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