

Working Title: Academic Advising Student Assistant

Classification Title: Student Assistant C

Position Summary:

UAA Student Advising is seeking applicants for the position of Academic Advising Student Assistant to aid students in completing priority advising and registration next steps, connecting them to academic advisors, scheduling academic advising appointments, and routing students to appropriate offices for additional assistance.

Duties:

Provide customized, hospitable outreach and support to newly admitted and/or returning students. Assist students in determining advising and registration next steps. Schedule advising appointments for students. Build relationships with advisees to connect them to campus resources and facilitate their development and success with a commitment to students as whole beings. Serve as an advocate and liaison for students to internal offices including faculty, Enrollment Services, Financial Aid, Career Services, and other student support services. Respond to student questions promptly and comprehensively by answering advising phone lines and monitoring advising office voicemails, emails, and live chats.

Maintain and update academic advising related documents, spreadsheets, and student information data as directed.

This position will last the entire academic school year and through the summer. The Academic Advising Student Assistant is expected to work at least 20 hours a week Monday-Friday, with occasional weekend responsibilities. Specific weekly schedules can be coordinated with the assigned supervisor.

Primary Goals: To welcome students to the Office of Student Success and advise students in completing advising and registration next steps, connect students to their academic advisor, schedule advising appointments through EAB Navigate, and route students to appropriate offices for additional assistance as needed.

Knowledge/Skills/Abilities: The Academic Advising Student Assistant (AASA) must possess a strong knowledge of University programs, academic advising, student success and campus support services. Must be proficient in Microsoft programs, Google Docs and Calendar, and an ability to learn new technology systems. Excellent customer service, interpersonal skills, and professional demeanor are essential to the position. Must exhibit strong oral and written communication skills with an ability to present material to students in a clear, calm, and cohesive manner. Possess a willingness and ability to initiate, lead, and facilitate conversations with students and University professionals. Finally, the successful candidates must demonstrate sound professional judgment, intercultural sensitivity, and maintain the strictest of confidentiality.

Eligibility: To be eligible for student employment, an applicant must have earned and continue to maintain a cumulative GPA of 3.0 or above. Students must work at least 20 hours a week Monday-Friday, have a minimum of 30 credits within the UA system, and be a currently enrolled student taking 12 credits or more. Students must also pass a background check.

\$15.26 Hourly