**Academic Success Center**

**Student Assistant Position Description**

**What is an Academic Success Center Student Assistant?**

Student Assistants are undergraduate students who work as receptionists and office support staff in the Academic Success Center (ASC) for its three main programs: Academic Coaching, Supplemental Instruction, and Tutoring Services. 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 as our front desk staff alongside our secretary and the rest of the ASC staff.

**Student Assistant Responsibilities:**

- Provide exceptional customer service by greeting visitors, answering telephones, responding to emails, etc.
- Provide office support functions for program areas: Academic Coaching, 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.
- Work in partnership with the Front Desk Student Lead.
- Help develop ASC social media content and posts.
- Maintain a welcoming front office space.

**What are the benefits of being an Academic Success Center Assistant?**

An Academic Success Student Assistant is a professional opportunity for student leaders who want to support other students in their academic pursuits. Working in the Academic Success Center will help student leaders to develop essential work, office, and career skills. Assistants are paid a minimum of $9.00 per hour with opportunities for annual increases. Preferred availability is throughout the workweek for 10 hours a week.

**Minimum Criteria Needed to Apply:**

- Must have completed one semester at Iowa State University
- Must have a minimum cumulative GPA of 2.50
- Must have previous work experience
- Be interested in being an academic role model
- Be willing to commit to weekly schedule and a minimum of 10 hours per week
- Attend meetings and training sessions
- Be friendly and enjoy working with people
- Work study eligibility preferred, but not required.