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) for its three main programs: Academic Coaching, 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 Program Assistant of Tutoring Services but will work with and aid the entire ASC staff with program representation and task completion. 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:
- Previous experience answering phone calls, emails, and providing customer service
- Strong oral and written communication skills
- Experience with Outlook and proficiency with Microsoft Suite
- Ability to navigate databases and search fields
- Involvement with Tutoring Services either as a tutor or tutee
- 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.
- Have a deep understanding of Tutoring Services policies and practices to answer questions and send proactive messaging.
- Work under the supervision of the Tutoring Services Program Assistant
• Provide office support functions for all 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.
• Maintain a welcoming front office space.

How to Apply:  Click here to fill out the application for this position