Job posting preview

Requisition ID 22453BR
ASU Job Title Student Support Specialist
Job Title Student Support Specialist
Campus/Location Campus: Tempe
Job Family Advising & Admissions
Department Name WPC UPO Academic Services
Full-Time/Part-Time Full-Time
VP Code EXEC VP/PROVOST
Scope of Search Open
Grant Funded Position
This is not a grant funded position and is not contingent on future grant funding.
Category 01
Salary Range $29,520 - $31,000 per year; DOE
Close Date 23-May-2016

Job Description
The W. P. Carey School of Business Undergraduate Programs Office is currently seeking a service-oriented individual to fill a Student Support Specialist position at the Tempe campus. Our programs and academic services are offered on ASU Polytechnic, Tempe, and West campuses which occasionally requires travel between sites.

Essential Duties
- Handles a high-volume reception area with excellent customer service skills to both callers and visitors to the Undergraduate Programs Office.
- Supports academic advisors by evaluating transcripts and interpreting degree audit reports as well as maintaining up-to-date reference documents such as university catalogs and handbooks.
- Performs general administrative and clerical duties.
- May supervise student employees working at reception area and on special projects, including managing student employee schedules to ensure adequate coverage of reception area.
- Provides general assistance and information to students and other undergraduate programs visitors through resource referrals and advising materials.
- Participates in workshops, webinars and presentations related to advising and skill development.
- Advises current and prospective business students regarding general academic issues and proposed program of study.
- Works with students on complex academic situations, understands policies and procedures as well as completion of forms and documents.
- Communicates with students about special opportunities that match their individual interests and goals.
- Handles case management through Salesforce by reviewing incoming student emails and responds to inquiries or distributes to appropriate advisor and/or staff member.

Days and Schedule: Monday -Friday from 8:00 am - 5:00 pm with some evening and weekend hours.

Minimum Qualifications
Bachelor's degree in field appropriate to area of assignment AND one year of administrative and appropriate program experience; OR, Five years of progressively responsible administrative and appropriate program experience; OR, Any equivalent combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved.
Desired Qualifications

- Experience: working in a high-volume, service-focused environment, within higher education preferred; performing various clerical service functions; working with undergraduate business students; in a team setting environment; working with Microsoft Office applications (e.g. Word, Excel, Outlook).
- Evidence of: organizational skills; attention to detail; multitasking; problem solving; effective verbal and written communication skills
- Demonstrated knowledge of student information systems (i.e. PeopleSoft, DARS); and university policy and curriculum requirements.

Working Environment

- Cognitive ability to provide complex evaluations/assessments of students/programs, including interpretation of policies, procedures, and requirements of various degree/certification programs within the school
- Cognitive ability to communicate effectively, both in writing and verbally, to develop/update advisement materials in various formats (electronic, hard-copy, etc) and to coordinate and present information to current and prospective students, parents, and visitors
- Work with students in a higher education/university level, both one-on-one and in group/class settings, in-person and via phone and e-mail
- Travel
- Utilize computer, phone, and various office equipment (fax, copier, etc)
- Utilize various forms of technology to communicate with students (including social media), including use of software and web-based programs to review/evaluate student information
- Work long hours, including evening and/or weekends, as needed

Department Statement

The W. P. Carey School of Business at Arizona State University is one of the largest business schools in the United States with more than 13,000 students. Solutions for the planet mean developing problem-solvers from around the globe. From our world-renowned faculty representing six continents to thousands of outstanding students who join us every year from around the world, the W. P. Carey School welcomes diversity and encourages global thinking. The W. P. Carey School is internationally recognized for its leadership in business education, groundbreaking research and innovation, and renowned faculty making us one of the top-ranked business schools in the country. Learn more at http://wpcarey.asu.edu.

ASU Statement

Arizona State University is a new model for American higher education, an unprecedented combination of academic excellence, entrepreneurial energy and broad access. This New American University is a single, unified institution comprising four differentiated campuses positively impacting the economic, social, cultural and environmental health of the communities it serves. Its research is inspired by real world application blurring the boundaries that traditionally separate academic disciplines. ASU serves more than 90,000 students in metropolitan Phoenix, Arizona, the nation’s fifth largest city. ASU champions intellectual and cultural diversity, and welcomes students from all fifty states and more than one hundred nations across the globe.

ASU is a tobacco-free university. For details visit www.asu.edu/tobaccofree

AmeriCorps, Peace Corps, and other national service alumni are encouraged to apply.

Arizona State University is a VEVRAA Federal Contractor and an Equal Opportunity/Affirmative Action Employer. All qualified applicants will be considered without regard to race, color, sex, religion, national origin, disability, protected veteran status, or any other basis protected by law.

Employment Verification Statement

ASU conducts pre-employment screening which may include verification of work history, academic credentials, licenses, and certifications.

Background Check Statement

ASU conducts pre-employment screening for all positions which includes a criminal background check, verification of work history, academic credentials, licenses, and certifications. Employment is contingent upon successful passing of the background check.

Instructions to Apply

Application deadline is 3:00PM Arizona time on the date indicated.

Cover letter, resume, and three professional references required. Resumes should include all
employment information in month/year format (e.g., 6/88 to 8/94), job title, job duties and name of employer for each position should be listed individually for each position.

Resume should clearly illustrate how prior knowledge and experience meets the Minimum and Desired qualifications stated in this requisition. Candidates who do not follow the instructions to apply may be disqualified.

ASU does not pay for travel expenses associated with interviews, unless otherwise indicated.

Only electronic applications are accepted for this position.