Job posting preview

Requisition ID 36793BR
ASU Job Title Grad Prg Student Svc Supp Cdr
Job Title Graduate Program Student Services Support Coordinator
Campus/Location Campus: Tempe
Job Family Counseling & Development
Department Name WPC GPO Dean
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 02
Salary Range $34,560- $45,000; Commensurate with Education and Experience
Close Date 31-October-2017

Job Description
The W. P. Carey School of Business, Graduate Programs is recruiting for a Coordinator to join the Student Services team in delivering program services to students and faculty. The focus of this position is to work with and through others, building and maintaining relationships, and working closely and accurately within established guidelines of the unit, program objectives and funding limitations. It requires someone who can be aware of and responsive to students' needs and concerns in a “how can I help you” work environment with professional communication and confidentiality. This position is part of a larger student services team working together to provide the best customer service necessary to build and maintain strong relations with students and internal customers. The primary responsibilities of this position include graduate student support and faculty support, large and small-scale event coordination, execution of communications and daily operations of program, course registration, course material ordering and oversight of student worker.

Essential Duties
The Student Services Coordinator has the following major responsibilities for our masters programs:

- Facilitates the student registration process.
- Coordinates activities related to academic progress such as academic probation, out-of-synch/off-track students, withdrawals, and other student enrollment adjustments.
- Coordinates textbook and ordering materials in collaboration with other coordinators, academic units, accounting, and vendors.
- Works collaboratively with other departments and university offices to ensure business needs are met.
- Provides assistance and information to faculty, staff and outside organizations regarding function/program.
- Coordinates and maintains data for tracking and reporting purposes.
- Coordinates new student orientation programming.
- Oversees the coordination and implements student events for assigned programs.
- Conducts in-class announcements and office hours.
- Manages program expenditures and requests, submits disbursement forms.
- Ensures graduation paperwork is processed for students.
- Supports faculty in an on-campus classroom environment.
- Represents the college/department and serves on various department and university committees.
- Coordinates the structure and maintenance of an online student resource; troubleshooting issues, and implementing updates and changes; acting as the primary contact with technology projects.
- Creates, documents, and maintains student service processes and procedures.

Days and Schedule: Monday - Friday, 8:00A.M. - 5:00P.M., may require occasional extended work hours, including evenings and/or weekends, as needed and in-state travel. (based on program schedule and needs).

Minimum Qualifications
Bachelor's degree in a field appropriate to the area of assignment and three years of related experience; OR, any equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved.

Desired Qualifications
- Evidence of a Master’s Degree in business or a related field
- Experience within a higher education environment in the following areas: student advising; business and curriculum processes; student engagement activities.
- Evidence of effective verbal and written communication skills including delivering presentations in a group setting
- Experience in work that requires attention to detail and exposure to confidential records
- Experience with Microsoft Office applications (i.e., Outlook, Word, Excel, Access, PowerPoint )
- Demonstrated knowledge of student information systems (Peoplesoft); online e-Education platform (Blackboard)
- Experience with basic project management
- Experience composing, editing and proofreading written materials
Working Environment

- Activities are performed in an environmentally controlled office setting subject to extended periods of sitting, keyboarding, and manipulating a computer mouse (75%); required to stand for varying lengths of time and walk moderate distances to perform work (10%).
- Frequent bending, reaching, lifting, pushing and pulling up to 25 pounds (15%).
- Regular activities require ability to quickly change priorities, which may include and/or are subject to resolution of conflicts.
- Ability to clearly communicate verbally, read, write, see and hear to perform essential functions.
- Regular use of standard office equipment including, but not limited to: computer workstation/laptop (keyboard, monitor, mouse), printer, fax, calculator, copier, telephone and associated computer/technology peripherals.

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 14,000 students pursuing undergraduate, masters, and PhD degrees. 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.

Within America’s largest public university, the W. P. Carey School is committed to building a tight-knit community. Through small classes, team-based learning, and individualized attention every step of the way, your W. P. Carey experience is uniquely your own.

"The W. P. Carey School of Business educates tomorrow’s business leaders, takes an entrepreneurial approach to learning, and conducts groundbreaking research, in order to create positive change on a global scale."

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.

Please 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.

Resume should clearly illustrate how prior knowledge and experience meets the Minimum and Desired qualifications of this position.

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

Only electronic applications are accepted for this position.