Requisition ID: 37460BR
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: $30,240 - $31,000 per year; DOE
Close Date: 05-December-2017

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 and may occasionally require travel between sites.

Essential Duties:
- Managing a high-volume reception area while providing excellent customer service to both callers and visitors to the Undergraduate Programs Office
- Supporting 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
- Performing 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
- Providing general assistance and information to students and other undergraduate program visitors through resource referrals and advising materials
- Participation in workshops, webinars and presentations related to advising and skill development
Advising current and prospective business students regarding academic issues and proposed program of study
Working with students dealing with complex academic situations, understanding policy and procedures as well as completion of forms and documents
Communicating with students about special opportunities that match their individual interests and goals
Handing case management through Salesforce by reviewing incoming student emails and either responding to inquires or distributing to appropriate advisor and/or staff member

**Days and Schedule:** Work hours commensurate with the Undergraduate Program’s office hours: Office is open Monday through Friday from 8:00 am – 5:00 pm. Schedule may include 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
- Experience performing clerical functions
- Experience working with undergraduate business students
- Experience in work that requires organizational skills, attention to detail, teamwork, multitasking, and problem solving
- Evidence of effective verbal and written communication skills
- Demonstrated knowledge of Microsoft applications (i.e. Word, Excel, Outlook)
- Demonstrated knowledge of student information systems (i.e., PeopleSoft, DARS)
- Demonstrated knowledge of university policy and curriculum requirements

**Working Environment**
- Use 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
- 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
- Must be able to:
  - Work with students in a higher education/university level, both one-on-one and in group/class settings, in-person and via phone and email
  - Travel
  - Utilize computer, phone, and various office equipment (fax, copier, etc)
  - Utilize various forms of technology to communicate with students (including social media), including 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.

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.