JOB DESCRIPTION

JOB TITLE: Student Services Assistant

DEPARTMENT: Student Services

REPORTS TO: Director of Student Services

POSITION STATUS: Full-time, Non-exempt

GENERAL SUMMARY:
Provide administrative support to the Student Services Office. Front-line reception who will disseminate Student Services’ information to prospective, entering and continuing students.

ESSENTIAL DUTIES & RESPONSIBILITIES:
- General office duties and assistance.
- Front-line reception to prospective, entering, and continuing students as well as outside vendors and visitors.
- Assist student organizations with event planners and reserving rooms on campus.
- Maintain mail trays for student organizations and distribution of inside and outside correspondence.
- Maintain event binder for student organizations and department which contains class schedules, midterm and final schedules, and faculty listings.
- Maintain roommate listing and develop online method for student referral.
- Assist with processing of expense reports and check request for student organizations.
- Maintain financial records and accounting for student organizations budgets.
- Maintain and coordinate housing resources and assist entering and continuing students with housing options.
- Maintain, update and investigate housing materials for the department including rental magazines, apartment locators and neighborhood information.
- Produce, update, and distribute the department’s housing newsletter for prospective and entering students.
- Maintain and coordinate roommate listing for students and alumni.
- Maintain and stock departmental information in the suite’s reception area.
- Assist with departmental programming and events.
- Oversee advertising and coordination of Club Rush for all student organizations.
- Assist student leaders with room reservations.
- Facilitate and monitor student mailboxes in the student lounge.
- Assist with the coordination and preparation for the annual graduation ceremony.
- Assist with all student services events on and off campus.
- Produce advertising materials for all student services events.
- Produce and stock brochures on the law school’s personal counseling program.
- Complete and process departmental purchase orders.
- Coordinate and implement the department’s bus/trolley passes.
- Assist student services staff members with health insurance program.
- Review of student services email account and response to students or referrals.
- Assist student services department with FIT student membership and programming.
- Assist the Director of Student Services as needed.
- Assist the Associate Dean of Student Affairs as needed.
SPECIFIC JOB TASKS:
- Greet students and supply assistance as needed in housing, health insurance, student organizations, and other related departmental information.
- Maintain departmental information including exploring new material to address student needs.
- Oversee the housing portion of the department, including producing the housing newsletter, mailing out literature to prospective and entering students, roommate listings, and other material necessary to assist with housing in San Diego.
- Assist student organization leaders with room assignments and other information to highlight and assist their organization.
- Assist with graduation ceremony as needed.
- Assist with the coordination of all student services functions and events.
- Oversee and monitor the student services email account.
- Complete and process purchasing orders for the department.

KNOWLEDGE, SKILLS & ABILITIES:
- A minimum of five years’ experience in an educational or office setting.
- Demonstrate experience with computer software applications including, but not limited to, MS Outlook, Word, WordPerfect, Excel, Microsoft Publisher, and the internet. Willingness and commitment to regularly maintain and update technology skills as required.
- Proven skills to prioritize workload, plan, organize, track, and follow-up on projects and tasks with the ability to meet deadlines and handle multiple tasks accurately.
- Demonstrate highly effective interpersonal, group, and cross-cultural communication skills.
- Demonstrate ability to work collaboratively with administration, faculty, and students.
- Professional appearance and etiquette.
- Demonstrate written and oral communication skills.

PHYSICAL REQUIREMENTS:
- The ability to sit and stand for long periods of time.
- The ability to type for long periods of time.
- The ability to use a computer system.
- The ability to use a telephone.
- The ability to lift and/or move boxes and equipment up to 25 pounds.
- Able to perform the essential functions of the job with or without accommodation.

WORK SCHEDULE:
- Monday through Friday from 9:00 a.m. to 6:00 p.m. with a one-hour lunch break. Schedule will include night and weekend hours depending on need.