GENERAL INFORMATION:

Position: Academic Support, student employee – Front Desk Representative
About the Academic Support position: Represent Academic Support as initial point of contact to promote all services and a positive experience with the office.
More on Academic Support: academicsupport.auburn.edu
Type: Part-Time, On-Campus, Paid, Undergraduate Student Employment
Hours: 8 – 15 hours/week, following a set schedule mutually agreed upon
Hourly Pay: $9
Dates of Employment: Annual position beginning Fall 2022, subject to continuation
Supervisor: Autumn Frederick - Coordinator I, Student Programs

POSITION RESPONSIBILITIES:

Primary:
• Facilitate student learning by furthering the understanding of and participation in Academic Support and its programs
• Act as professional representative and member of Academic Support and all its programs
• Manage student appointments and assist with scheduling for Academic Coaching
• Manage phone calls, walk-ins, and mail for the office
• Maintain inventory of supplies and updated training records
• Promote a welcoming, positive, inclusive atmosphere in the office

Secondary:
• Maintain accurate management of employment records including time keeping, evaluations and reporting
• Complete office projects as assigned
• Participate in professional learning opportunities
• Use and familiarity with a variety of technological platforms (Advise Assist, Outlook, Teams, Trello, Box, Smartsheets)
• Know and follow office standard protocols related to confidentiality, FERPA, emergencies, and professional communications
• Other duties as assigned

QUALITIES/SKILLS:

Required: Enrolled in Auburn University; demonstrated strengths in communication and dependability; passion for helping others; commitment to inclusion and diversity; cumulative GPA over 2.5/4.0
Desired: Experience in a helping position, customer service, and/or reception experience; demonstrated success in a collaborative, yet autonomous position; high attention to detail; strong commitment to working with college students. (You may consider volunteer, clubs/academic organizations, etc. experiences that have provided you with these skills in lieu of work experience.)

LEARNING OUTCOMES:

Student employees of Academic Support will:
• Understand and apply strategies and tools to promote self-directed learning that contributes to a positive educational experience at AU
• Develop and demonstrate affective Intelligence that includes verbal and non-verbal communication, listening and responsiveness, self-regulation, diversity and inclusion, and collaboration

To Apply: Interested students should complete the application and submit PDF copies of their cover letter and resume/curriculum vitae here:
aub.ie/ApplyFDR