

**Academic Advising Center
Student Office Assistant – Job Announcement
2012 – 2013**

Position: Student Office Assistant
Supervised by: Director of Academic Advising Center
Directed by: Office Assistant

The Academic Advising Center is a professional office setting for undergraduate students who seek advising from Academic Advisers. The Student Office Assistant is an integral member of the Academic Advising Center team, serving as one of the initial representatives of our department. The Student Office Assistant works at the Academic Advising Center front desk, assisting in the administration and service of our office spaces. The Student Office Assistant, often the first contact to students, staff, visitors, and persons outside the UWT community, must demonstrate professionalism and customer service at all times, while also responding quickly and effectively in various situations.

The University of Washington is an equal opportunity, affirmative action employer. To request disability accommodation in the application process, contact the Disability Services Office at 206-543-6450 / 206-543-6452 (tty) or dso@uw.edu.

Duties and Responsibilities:

Provide excellent customer service to students, faculty, staff, and community members
Be knowledgeable of functions of the Academic Advising Center including programs and services provided
Perform clerical tasks including answering multi-line phone, scheduling appointments, distributing mail, copying, and typing
Assist Advising staff with projects, trainings, and events
Maintain Academic Advising Center lobby – maintain clean area and well-stocked with programs and brochures
Provide appropriate referrals to other campus departments and programs
Attend required trainings

Minimum Qualifications:

Student Office Assistants must be UW Tacoma students in good standing with the University. In addition, an ideal candidate will meet the following qualifications:

Required:

- Exceptional customer service skills

- Strong communication skills (verbal and electronic)
- Ability to work both autonomously and with a team
- Friendly, positive and professional demeanor
- Reliable, punctual, conscientious, and exercises good judgment
- Flexibility and ability to multi-task
- Experience with Microsoft Office suite
- Ability to schedule appointments on computer and balance a busy reception area

Preferred:

- Demonstrated experience working with diverse populations
- Prior customer service training and experience working in an office environment
- Work study eligible

Compensation: \$10.00/hr, 10-19 hours a week

Employment Period: Summer and academic year

Application Procedure: Please submit application materials to Joy 214 to Lorraine Dinnel (ldinnel@uw.edu) by Friday, August 24, 2012. Electronic & hard copies accepted.

**Academic Advising Center
Student Office Assistant Application**

Part I: Personal Information

Name		Student ID#	
Address		Phone # (Home)	
City/Zip		Phone # (Cell)	
UW Email			
Academic Program			
Projected Graduation		Cumulative GPA	

Part II: Resume

Please provide a resume of work experience, relevant class work, leadership and volunteer service, and other related experience. **The resume should list at least two (2) references.**

Part III: Interests and Skills

Using a scale of 1 to 5, where 1 is low and 5 is high, please rate the following skills based upon your experience & knowledge:

	Microsoft Word		Scheduling Appointments		Welcoming Visitors
	Microsoft Excel		Answering Phones		Working With Others
	Database Work		Public Speaking		Working Independently
	Copying, Filing, Faxing				

Part IV: Signature

I certify that all answers given by me to the questions in this application are true and complete. I understand the falsification, omission, or misrepresentation of fact on this application may be cause for denial of employment or immediate termination of employment if hired, regardless of how discovered.

Please note that by signing below, you also give permission for access to your educational records including GPA, class schedules, and conduct records. These will be used for verification purposes only and will only be shared as appropriate.

Applicant Name (print)

Applicant Signature

Date