



**TITLE:** **STUDENT SUCCESS CENTER ASSISTANT**  
**DEPARTMENT:** **Student Success Center**  
**CLASSIFICATION:** **Non-exempt / Temporary / Seasonal**  
**REPORTS TO:** **Retention Director**  
**SUPERVISES:** **NONE**  
**Last Update:** **April 2018**

### **SUMMARY OF RESPONSIBILITIES**

Incumbent is responsible for providing a wide range of administrative and other support duties related to the needs of the Student Success Center and designated personnel. Incumbent will also provide support related to incoming new students and new student orientation including, but not limited to outgoing calls and emails to students, answering questions, and supporting planning for orientation activities. Incumbent supports the mission, vision and core values of the Institute.

### **ESSENTIAL POSITION FUNCTIONS**

- Provide administrative and program support for Student Success Center staff.
- Provide general administrative support, including, but not limited to online research, photocopying, scanning, faxing, mailing, data entry, filing, and customer service.
- Contact new freshmen/transfers about Orientation and the need to finish the Financial Aid process.
- Create web-based resource content.
- Clearly understand and maintain confidentiality regarding student records and maintain understanding of federal FERPA regulations.
- Assist the SSC staff with activities, tours, events and other duties as needed.
- Serve as a greeter: Meet students, staff, and general public in a positive manner and reflect the mission and values of IAIA.
- Data collection and entry as needed.
- Run campus errands such as delivering mail.
- Kitchen upkeep: Maintain a clean and organized kitchen.

### **REQUIRED EXPERIENCE AND EDUCATION**

Must possess a high school diploma and be an IAIA student in good standing.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to work under general supervision, as well as the skill to begin projects independently, and to bring projects to conclusion on a timely basis.
- Basic word processing and spreadsheet software experience and other basic computer capabilities (Outlook, internet, etc.).
- Ability to maintain current and accurate filing systems.
- Ability and skill to communicate clearly and effectively verbally and in writing.
- Ability to establish rapport, interact and work successfully with a wide range of individuals including faculty, students, staff, vendors, contractors and visitors, both in person and via phone.
- Adhere to appropriate standards of conduct and ethics, which includes but is not limited to:
  - confidentiality
  - integrity and honesty
  - follow directives
  - exhibit the ability and flexibility to adapt to a dynamic and changing work environment
  - cooperate, collaborate and treat others at all times with dignity and respect
  - participate proactively in problem solving
  - participate in meetings as required.
- Must be able to demonstrate pleasant, courteous, and professional demeanor and presence at all times.
- Ability to complete other tasks/duties as needed or assigned.

**WORKING CONDITIONS**

- Work schedule will be set in agreement with the Student Success Center staff.
- Ability to sit for extended periods of times, utilizing a computer work station.
- Must be able to effectively use all office equipment.
- Ability to read and interpret basic information/guidelines/ procedures, etc. related to administrative support.
- Must be able to carry and/or maneuver items weighing up to 25 pounds.
- Ensure the security and confidentiality of confidential/sensitive related data/information.
- Performance evaluation will include assessment of performance results of job duties as described herein.
- Management has the right to revise this job description at any time, with or without notice.
- This job description does not list all the duties of the job.
- The job description is not a contract for employment.
- This is a short-term, temporary position.
- Incumbent may be asked by supervisors or managers to perform other duties.