

Appendix XII
University of Wisconsin Colleges
POSITION DESCRIPTION
Student Worker for Student Affairs Office*
Funding Source: (103-0600)

Position Summary

This is a part time student worker position in the Student Affairs Office reporting to the Associate Dean for Student Affairs and Enrollment Management. The primary responsibilities include student ambassador, peer leader, placement test proctoring and general office support functions. This person will work closely with the office staff and students. This person will have a basic understanding of admissions, advising, financial aid, veterans, accessibility and enrollment services as well as a basic understanding of the software programs utilized by the above areas listed. Typical hours of this position will vary weekly between 8:00 am – 4:30 pm Monday-Friday. Occasional evening hours may be required.

Position attributes include organizational and communication skills, accuracy, ability to work independently under general supervision, work with confidential information with great discretion and in compliance with regulations.

Position Duties

30% Student Ambassador

- Provide campus tours to prospective students and community members weekly.
- Assist event coordinator and other staff with on campus programs.
- Utilize software programs for events
- Assist with set up and take down of programs.
- Assist with check in.
- Assist with promotion of program.
- Be familiar with campus sponsored events.
- Participate in training sessions for all events.

20% Placement Testing

- Assist with check in on testing dates.
- Assist with hand scoring tests when needed.
- Proctor exams on test dates.
- Utilize software related to placement testing (i.e. Hobsons, People soft).
- Assist with the preparation of placement testing scores for new student registration.
- Enter milestones as needed.

20% Peer Leader

- Have a basic understanding of admissions, financial aid, advising, and accessibility and enrollment services.
- Assist students with computer needs and programs within the Solution Center
- Assist advisors in the Solution Center with student needs
- Assist students with dropping and adding courses.
- Be familiar with course deadlines and regulations
- Be familiar with FERPA regulations
- Assist students with PRISM
- Refer students to advisors for academic and career advising

- Assist students with ordering official transcripts
- Be familiar with transfer programs, policies and software (i.e. Transfer Information System)
- Be a resource for academic success programs
- Utilize all software programs and available technology when advising students

25% General Office Support

- Greet students, faculty/staff and community members as they enter the Student Affairs Office.
- Assist with answering and transferring phone calls as well as replying to emails and chat line.
- Refer students, faculty/staff and community members to the appropriate location as needed.
- Set up advising appointments.
- Assist with incoming mail, preparing outgoing mail and preparing mailing packets.
- Utilize software programs used within the student affairs office.
- Be familiar with opening and closing office procedures.
- Assist with day to day operational needs (i.e. filing, copy machine, supplies)
- Assist staff with projects as needed.

5% Other Duties

- Identify, address, contact and/or forward concerns to appropriate campus administrator of consolidated services or central as needed.
- Assist staff with new student orientation and registration events
- Assist the Associate Dean for Student Affairs and Enrollment Management with the annual student satisfaction survey and ongoing assessment of the Solution Center.
- Participate in training activities throughout the year.
- Other duties as assigned by the Associate Dean for Student Affairs and Enrollment Management.

Qualifications

Must be a currently enrolled student in good standing. Ability to establish and maintain effective working relationships with diverse students, staff and the community. Demonstrate detail oriented, organizational, problem solving, decision making and follow through skills. Excellent oral, written and listening communication skills

*Please note that each student worker will not be required to do all of these jobs.