GENERAL INFORMATION:

**Position:** Academic Support, undergraduate student employee – Front Desk Representative

**About the Academic Support position:** Represent office as initial point of contact to promote all services and to foster a positive, warm, and welcoming visitor experience.

**Type:** Part-Time, On-Campus, Paid, Undergraduate Student Employment

**Hours and Pay:** 8 – 15 hours/week, generally consistent hours each week during University office hours at $9/hour

**Dates of Employment:** Beginning January 2024 and eligible for multiple semesters contingent upon successful performance

**Supervisor:** Jaime Miller, Director of Academic Support

POSITION RESPONSIBILITIES:

**Primary:**
- Facilitate student learning by furthering the understanding of and participation in Academic Support
- Act as professional representative and member of Academic Support and all associated programs
- Schedule student appointments and guide students on how to connect with programs
- 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 employment records including time keeping, evaluations and reporting
- Complete office projects, as assigned
- Participate in professional learning opportunities
- Use technological platforms (Advise Assist, Outlook, Teams, Trello, Box, Smartsheets)
- Know and follow protocols related to confidentiality, FERPA, emergencies, office 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

**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 email a cover letter and resume/CV to academic_support@auburn.edu with the subject line "Front Desk Representative Applicant"