



Classification Description

Job Title: Academic Advising Desk Assistant

Pay Grade: 103

Job Code: 4214

FLSA Status: Non-Exempt

Job Purpose

The Academic Advising Desk Assistant provides front desk reception and clerical support for the Office of Academic Advising, with ability to perform more complex duties as needed to relieve the supervisor of administrative and operational details. The employee must have solid knowledge of general office procedures and customer service, and possess appropriate knowledge of the operations of the unit to which assigned. This position sets the tone for a student-centered, high-performance culture that emphasizes excellence in service, quality, productivity, and standards.

General Responsibilities

Essential Functions

Functions in a front reception capacity for the Office of Academic Advising, greeting and directing students, visitors, faculty and staff.

Guides students in finding information vital to their ongoing success, including, but not limited to, admissions, advising, course scheduling, new student orientation (NSO), registration, testing, veteran services, student financial aid, and other FSW services and offices.

Provides student and staff assistance via telephone, email, in person, and/or by mail in a fast-paced and high-traffic environment. Assistance may involve, but is not limited to providing forms/applications, explaining procedures, researching information, escalating complex issues to supervisors, and directing students to appropriate departments for assistance.

Manages the student appointment reservation and check-in process including operation of associated software applications.

Delivers outstanding customer service in all interactions, including courteous attention to visitors, prompt responses to questions, and a consistent willingness to go above-and-beyond to support students and colleagues.

Scans, copies, and organizes documents and ensures accurate and timely completion of administrative functions.

ACADEMIC ADVISING DESK ASSISTANT

Provides, and explains informational materials such as viewbooks, academic resources, and program information listed on the College's website.

Assists supervisor in both routine and special department projects for the Office of Academic Advising.

Utilizes intermediate level ability to create/edit documents and use special features of word processing and spreadsheet applications.

Supports visitor intake, notification, and tracking processes, including triage of student issues, check-in processes, identity/FERPA verification, and referral to other departments.

Operates a variety of office equipment in performing routine administrative support tasks, (i.e., fax machine, copier, calculator, computer, phone system).

Prepares and distributes announcements, and other relevant materials appropriate to the Office of Academic Advising.

Receives, processes, and distributes department mail, and prepares forms, letters, and parcels for mailing.

May attend division meetings or meetings of other units. Takes and types meeting minutes as requested.

Position may periodically provide guidance and instruction to student assistants during peak work periods.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

High school diploma or GED.

Three (3) years of full-time or six (6) years of part-time professional appropriate work experience, which may include front desk/reception roles in an office setting, or other customer service driven positions including retail and hospitality. Appropriate combination of education and experience may be substituted.

Knowledge of business English, spelling, office practices and procedures.

ACADEMIC ADVISING DESK ASSISTANT

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Ability to operate small office equipment including copy machines and multi-line telephone systems.

Demonstrated ability to:

- Work in a fast-paced and demanding environment.
- Work independently and collaboratively as part of a large team.
- Maintain patience and professionalism when communicating with others.
- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Over time, obtain a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

ACADEMIC ADVISING DESK ASSISTANT

Work Conditions/Physical Demands/Special Conditions

- Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.
- Environmental: Normal general office.
- Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: October 9, 2023.