

## Student Administrative Support

**Description:** An employee in a Student Administrative Support will assist an office and/or department in day-to-day functions.

**Examples of Student Administrative Support include:**

- Office Assistant
- Assisting a Department/Office
- Front Desk/Reception

**Job Function Examples:**

- Filing paperwork
- Answering phone calls/emails
- Sorting campus mail
- Cash management
- Assist organizing events
- Prepare resource materials
- Assist creation of newsletters

**Level of Responsibility:**

<b>Skills</b>	<b>Level I</b>	<b>Level II</b>	<b>Level III</b>
Programs	Carry out tasks/programs	Provide Input/Plan	Coordinate, manage, implement programs, run meetings
Training	Being trained (first experience)	Trained – Assists in training	Trainer – responsible for running the training(s)
Policies and Procedures	Follows/abides by all policies/procedures	Enforces policies and procedures	Creates/revises/implements policies and procedures; conflict management training
Communication	Customer Service Skills – basic verbal/written skills (Internal)	Customer Service Skills – high level – verbal/written skills – internal and external	Customer Service Skills – internal and external; representing campus at events
Code of Ethics	Learning about ethics	Knowledge and adheres to ethics	Adheres to code of ethics and enforce ethics
Security	Zero to limited access to keys/buildings/directory information only	Access to keys/buildings/cash handling/limited access to data – (People Soft)	Access to HIPPA/FERPA/Financial Records/Cash Handling/contracts
Qualifications	Entry level/General Training/On-the-job training required	Certifications; may require specialized training	Demonstrated experience and knowledge/advance certificates/trainings/enforce policies