

Position Description

POSITION PROFILE

Position Title: College of Science, Technology, Mathematics and Health Science Student Office Assistant

EOU Department/College: College of Science, Technology, Mathematics and Health Science

EOU Supervisor Title: Jamie Baker, Administrative Program Specialist

Typical Job Duration: Academic year, with potential for summer employment based on performance and department needs.

Job Level: \$13.70 per hour, Level 2.

Type of Schedule/Typical Hours: Flexible; office hours are from 7 AM to 4:30 PM Monday to Friday. Specific hours will be determined based on the student's class schedule and office needs.

Typical Number of Hours Per Week: 10-15 hours, depending on office workload and student availability.

POSITION INFORMATION

Student Position Description Summary:

We support the College's mission of education and service by serving as resources and advisors to faculty, administration, staff, and students in all aspects. The Office Assistant will work closely with the STMHS Office Team to complete everyday functions within the office. The duties and responsibilities are varied, and all require that a confidentiality agreement be signed. Hours are flexible, depending upon your school schedule, but will be between 7am –

Eastern Oregon University is an EEO Employer and welcomes application from women, members of historically underrepresented minority groups, US Veterans, and persona with disabilities. EOU is committed to providing equal opportunity in its recruitment, admissions, educational programs, activities and employment without illegal discrimination on the basis of age, color, disability, national origin, race, marital status, religion, sex, sexual orientation, gender identity, gender expression or any status as protected by state or federal law.

4:30 pm, Monday – Friday. Good communication is expected, if you cannot work your shift you need to notify the office. Work study is preferred but not required for this position. Eastern Oregon University is an equal opportunity employer and encourages applications from individuals of all backgrounds and experiences

Job Duties/Responsibilities/Essential Functions:

- Customer Service: Provide exceptional customer service by assisting students, faculty, partners and staff with inquiries in person, via phone, and email. Be a welcoming and helpful point of contact for all questions.
- Communication: Assist in preparing and distributing college communications, including emails, newsletters, and informational materials. Collaborate with colleagues to ensure timely and accurate information dissemination.
- Office Assistance: Perform general office tasks such as photocopying, scanning, faxing, and managing office supplies. Keep the office environment tidy and organized.
- Special Projects: Assist with special projects or research assignments as assigned by the Dean's Office staff. Responsible for creating new student files for the Clinical Mental Health Counseling Program. Student files are a key element for the accreditation requirements, files must be complete and organized. High Organizational skills and the ability to follow up are required for this position.
- This position is key to monitoring and ensuring all student data is current and complete. The ability to research and dig for missing documents is crucial.
- During the year, projects will be assigned as needed. The ability to be creative in collecting and reporting data is key. The information could be housed in various programs and locations, and the ability to interpret data, organize, and report will be needed.
- The position will have duties that are the employee's sole responsibility and must be checked and updated regularly.
Time management will be important as the regular duties are met, and projects and support in the office are added.
- Follow established office procedures and policies
- Perform a variety of basic office tasks
- Scan documents and upload electronic files
- Database management
- Assist with events when occurring during normal work schedule, as needed
- Maintain and update CMHC student folders
- Other duties as assigned

HIRING CRITERIA

Eastern Oregon University is an EEO Employer and welcomes application from women, members of historically underrepresented minority groups, US Veterans, and persona with disabilities. EOU is committed to providing equal opportunity in its recruitment, admissions, educational programs, activities and employment without illegal discrimination on the basis of age, color, disability, national origin, race, marital status, religion, sex, sexual orientation, gender identity, gender expression or any status as protected by state or federal law.

Minimum Qualifications:

- **Strong Communication Skills:** Excellent verbal and written communication skills are essential for effective customer service and document processing.
- **Attention to Detail:** The ability to maintain precise and accurate records is crucial to ensure compliance with financial aid regulations.
- **Computer Proficiency:** Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and the ability to quickly learn and navigate database systems.
- **Organizational Skills:** Strong organizational skills to manage office materials and maintain a well-organized work environment.
- **Dependability:** Punctuality, reliability, and the ability to work independently and as part of a team.
- **Ability to maintain composure** to communicate effectively with office staff, students & other constituents.
- **Ability to handle confidential information with discretion** – violations of privacy laws will result in immediate termination.
- **Must be enrolled in at least 6 credits**
- **Minimum GPA 2.0**

Preferred Qualifications:

- **Previous Office Experience:** Experience working in an office setting, particularly in a customer service or administrative role, can demonstrate familiarity with office protocols and procedures.
- **Organizational Abilities:** Evidence of strong organizational skills, including the ability to multitask, prioritize assignments, and manage time efficiently.
- **Work-Study Eligibility**
- **Prior office experience**
- **Customer Service Experience:** Experience in customer service roles, whether in retail, hospitality, or other industries, can indicate strong interpersonal skills and the ability to handle diverse customer needs.
- **Ability to maintain confidentiality**
- **Professional work ethic**
- **Independent time management skills**
- **Strong Communication Skills:** Exceptional verbal and written communication skills, with an emphasis on clarity, professionalism, and the ability to convey complex information concisely.
- **Problem-Solving Skills:** Previous experience in solving complex problems or addressing challenging situations effectively.

- Teamwork: A track record of successful collaboration with colleagues and the ability to work well in a team-oriented environment.
- Leadership or Initiative: Examples of taking on leadership roles or demonstrating initiative in previous work, volunteer, or academic experiences.
- Work Ethic: Consistent punctuality, reliability, and a strong work ethic as evidenced by previous work or academic performance.
- Adaptability: The ability to quickly adapt to changes in policies, procedures, and technologies, given the dynamic nature of the higher education environment.
- Great attention to detail
- Self-starter

Desired Knowledge, Skills & Abilities:

- Strong critical thinking skills and the ability to respond promptly to office needs.
- Flexibility and adaptability in a fast-paced environment.
- Leadership or initiative in previous roles.

STUDENT LEARNING OUTCOMES

As a result of completing this internship, the student will:

Academic Learning Outcomes:

- Apply administrative skills learned through coursework to real-world office tasks, enhancing understanding of office management and administrative support.

Industry Learning Outcomes:

- Gain hands-on experience in a professional office setting, preparing for future careers in administrative or managerial roles.

Career-Readiness Learning Outcomes:

- Develop professional competencies such as effective communication, teamwork, problem-solving, and project management.

PROFESSIONAL DEVELOPMENT & TRAINING

Professional Development & Training

EOU student employees have an opportunity to engage in professional development and training as a part of the job. Supervisors support the attainment of professional development by either providing internal department-specific training and/or time reassigned from normally scheduled duties to participate in University-wide training opportunities including appropriate virtual community training opportunities.

Specific training/professional development opportunities:

- *[job-specific training from your department]*
- *[University and virtual community training/events specific to the student position]*
- Multicultural-sponsored training, activities, and events
- Career exploration activities via Career Services

- EO Career Expo Career-Ready symposium First Wednesday in April
- Resume Review with Career Services and/or WorkSource Oregon

LEARNING ASSESSMENT & PERFORMANCE EVALUATION

Learning Assessment and Performance Evaluation

Once a term, student employees and supervisors meet to discuss the progress on completing the position's learning outcomes and the employee's job performance. Specifically:

- Adjustments to the learning outcomes and job duties as needed in order to meet the outcomes
- Upcoming training and professional development opportunities
- On-the-job performance feedback and the level of meeting job duty expectations
- Application of coursework to the workplace, job duties, and learning outcomes
- Application of possible connections to future career-related interests and coursework