



Western Kentucky University  
Academic Advising & Retention Center

**Student Office Assistant**

**General Description:**

The Student Office Assistant works under the direct supervision of the Academic Advisor-The Learning Center and the Office Coordinator. The position is responsible for providing office assistance and excellent customer service to WKU students, faculty, staff, and other visitors of the Academic Advising & Retention Center.

**Primary Duties and Responsibilities:**

- Answer office telephones and take messages.
- Assist staff and students by providing accurate information regarding university policies.
- Monitor office email accounts.
- Provide clerical assistance such as copying, typing, data entry, and filing for departmental staff.
- Make deliveries to and from various campus offices.
- Perform other job related duties as assigned.

**Essential Functions:**

- Ability to communicate effectively with faculty, staff, students, and guests of the university from diverse backgrounds.
- Ability to work independently and collaboratively to accomplish departmental goals.
- Ability to maintain accurate records.
- Ability to maintain confidentiality.
- Ability to retain excellent organization skills and the ability to work in a fast paced environment.
- Ability to ensure policies and procedures are followed in all decisions.

**Requirements:**

Applicant must be a currently enrolled undergraduate student at WKU with at least a 2.5 overall GPA.