



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. 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 and the Transfer Center.

Primary Duties and Responsibilities:

- Greet all visitors to the AARC/Transfer Center.
- Answer office telephones and take messages.
- Assist staff and students by providing accurate information regarding university policies.
- Provide clerical assistance such as copying, typing, data entry, and filing for departmental staff.
- 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 2.75 overall GPA.