



Western Kentucky University  
Advising & Career Development 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 Advising & Career Development Center, Transfer Center, and The Learning Center.

#### **Primary Duties and Responsibilities:**

- Greet all visitors to the ACDC/Transfer Center/TLC.
- 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.