



**Title:** Student Assistant

**Position Summary:**

The Student Assistant serves as the first point of contact for students, parents, guests, and employees. The Student Assistant will maintain a positive, empathetic, and professional demeanor while assisting visitors. This position also performs a wide variety of general clerical and administrative duties and will handle routine requests as needed.

Student Assistants will participate in guided staff development which will foster competency in the areas of communication, critical thinking, equity and inclusion, teamwork, leadership, technology, and professional development.

**Position Duties:**

- Cover the front desk during business hours, Monday-Friday 8am-5pm
- Answer telephones and respond to emails
- Learn to navigate Advocate and Self Service Banner
- Schedule conduct meetings
- Verbal and written correspondence with students, families, and faculty
- General office work such as filing, copying, scanning, etc.
- Receive, refer, or respond to questions, concerns, and complaints that are brought to the Office of Student Standards and Conduct
- Assist in all areas of the Office of Student Standards and Conduct and special projects upon request (other duties as assigned)

**Required Qualifications:**

- Must receive Federal Work Study
- Ability to interact with diverse students, staff, and co-workers
- Ability to use discretion when dealing with sensitive and confidential information
- Ability to work independently and with good judgment
- Ability to work as a member of a team
- Good oral and written communication skills
- Excellent customer service and interpersonal skills
- Students with prior or current conduct may be excluded from consideration
- Students are expected to be in good standing with Radford University

**Compensation:** \$15/hour for up to 15 hours a week when classes are in session.

**Skills You Develop:**

- Front line customer service
- Learning specialized software
- Interacting with a high volume of students and Radford community members
- General office support
- Maintaining confidential information

**Apply on Handshake**