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**Job Title:** Student Administrative & Office Support Assistant

**Department:** Various Campus Departments
**Hourly Rate:** $12/hour
**Work Hours:** Up to 20 hours per week (flexible with class schedule)

**Position Summary:**

The Student Administrative & Office Support Assistant provides essential administrative, clerical, customer service, and event support to their assigned department. This role offers college students valuable opportunities to gain professional experience in a university setting while contributing to the department’s daily operations, programs, and services. Students will develop transferable skills in office administration, communication, and teamwork.

**Purpose and Learning Outcomes:**

* Develop foundational administrative and organizational skills applicable across various professional settings.
* Enhance professional communication (written and verbal) and interpersonal skills when engaging with university stakeholders, students, employers, and visitors.
* Gain practical experience managing office tasks, maintaining records, and supporting departmental operations and events.
* Build confidence in providing excellent customer service and peer support.
* Deepen understanding of departmental operations, program planning, and event coordination.
* Cultivate professionalism, a strong work ethic, and attention to detail in a structured work environment.
* Participate in ongoing coaching and feedback to support personal and career development goals.

**Key Responsibilities:**

* Provide general administrative and clerical support, including filing, scanning, copying, and data entry.
* Serve as a first point of contact for visitors, students, staff, and external stakeholders; provide assistance or direct inquiries appropriately.
* Manage incoming phone calls, take accurate messages, and communicate effectively with departmental staff.
* Prepare and distribute routine correspondence, documents, and informational materials.
* Support logistical efforts for departmental programs, workshops, and events (e.g. career fairs, employer visits, or campus programs).
* Assist with managing office supplies inventory and maintain clean, organized office common areas.
* Provide peer-to-peer support with departmental tools or resources, following appropriate training
* Maintain accurate records and ensure confidentiality of sensitive information.
* Attend departmental meetings and contribute to various projects and tasks as assigned to support efficient operations.

**Qualifications:**

Preferred knowledge, skills, and personal qualifications:

* Interest in gaining professional office experience.
* Previous experience in an office, customer service, or related role.
* Familiarity with standard office equipment and software, including photocopiers, Microsoft Office Suite (Word, Excel, Outlook) or Google Workspace.
* Strong interpersonal, communication, problem-solving, and organizational skills.
* Ability to take initiative, work independently, manage multiple tasks efficiently, and adapt to changing priorities.
* Proactive, adaptable, and eager to take on new challenges.

Required Qualifications:

* Must be a currently enrolled undergraduate or graduate student at Alabama A&M University in good academic standing.
* Minimum cumulative GPA of 2.5.
* Excellent verbal and written communication skills.
* Professional demeanor, punctuality, and reliability.
* Willingness to adhere to University dress code and office standards.
* Ability to work 15–20 hours per week as determined by supervisor.

**Experience Gained in this Role:**

By the end of the employment period, the student will have developed skills in:

* Communication: The student will be able to communicate clearly and effectively in a variety of settings, demonstrating exceptional customer service skills.
* Professionalism: The student will demonstrate integrity, accountability, and the ability to maintain a professional demeanor when networking, conversing with employers, and working in various settings.