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**Job Title:** Student Assistant

**Department:** University Health and Counseling Center
**Hourly Rate:** $12/hour
**Work Hours:** Up to 20 hours per week (flexible with class schedule)

**Position Summary:**

The Student Assistant will support the daily operations of the Health and Counseling Center by assisting with front-desk services, event coordination, health education outreach, and administrative tasks. This position provides an opportunity for students to gain hands-on experience in a healthcare-related environment, while also contributing to the physical, emotional, and spiritual wellness of the Alabama A&M University community. The role emphasizes confidentiality, professionalism, and a commitment to creating a welcoming and supportive environment for all students.

**Purpose and Learning Outcomes:**

* Develop professional communication and customer service skills in a clinical setting.
* Understand the principles of various health services.
* Demonstrate the ability to maintain confidentiality and manage sensitive information.
* Contribute to campus wellness initiatives that promote a healthy campus culture.
* Strengthen time management and administrative skills in a dynamic office environment.

**Key Responsibilities:**

* Greet and assist students, faculty, and staff in a professional and confidential manner.
* Manage front desk operations, including appointment scheduling, answering phones, and providing general information.
* Assist in organizing and promoting health and wellness events and outreach programs.
* Maintain cleanliness and organization of office and common areas.
* Support staff with filing, data entry, and inventory management of educational materials and supplies.
* Uphold HIPAA & FERPA guidelines in relation to university policies regarding student privacy and data protection.

**Qualifications:**

Preferred knowledge, skills, and personal qualifications:

* Currently pursuing a degree in Biology, Communicative Sciences & Disorders, Counseling, Family & Consumer Science, Psychology, Social Work, Sociology, or a related field.
* Experience in customer service, peer mentoring, or student leadership roles.
* Familiarity with campus resources and a passion for promoting student well-being.
* Ability to work independently and as part of a team in a confidential environment.

Required Qualifications:

* Must be a currently enrolled undergraduate or graduate student at Alabama A&M University.
* Strong interpersonal, communication, and organizational skills.
* Commitment to maintaining confidentiality and upholding professional ethics.
* Availability to work up to 20 hours per week during regular business hours.

**Experience Gained in this Role:**

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

* Equity and Inclusion: The student will demonstrate the ability to interact respectfully and effectively with individuals from diverse backgrounds, ensuring consistent and equitable customer service for everyone.
* Professionalism: The student will understand and adhere to HIPAA & FERPA regulations, and effectively communicate their importance in a professional setting.