POSITION TITLE: Student Assistant  
FLSA STATUS: Hourly, Student Assistant

ASSOCIATED POSITION NUMBER(S):  
#996186/101938 [REG – EOF]

DEPARTMENT: Office of Diversity and Inclusion

CONTACT PERSON: Quang Nguyen (ext. 6187)  
REVISION DATE: August 18, 2019

REPORTING RELATIONSHIPS:

POSITION REPORTS TO: Communications and Marketing Specialist and/or Director

GENERAL SUMMARY OF POSITION:

Under general supervision, this student position performs basic receptionist and clerical duties for the Office of Diversity and Inclusion. Responsibilities include all areas directly related to the quality of the operation of the office including a strong commitment to customer service, respecting confidentiality of information, basic filing, organizing and clerical duties.

The position duties include, but are not limited to:

- Serving as a receptionist for the office by answering visitors questions, phone calls and emails
- Maintaining visitor records and monitor ongoing activity within the office during hours of operation
- Maintaining the cleanliness of the office
- Providing clerical support, such as typing, filing, copying, mailing, tracking and organizing information, running errands and entering data
- Assisting with set-up and tear-down of events and programming, picking up and distributing promotional signage and other duties as assigned and necessary

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Performs basic receptionist duties and provides excellent customer service for the Office of Diversity and Inclusion
   a. Greets and assists visitors to the office in a professional manner
   b. Maintains visitor records and encourages students to log their visit via electronic database
   c. Maintains a cheerful attitude and demonstrate an eagerness to serve visitors to the office
   d. Knowledgeable of current and upcoming programs and events in order to answer visitor/callers questions or inquiries
e. Answers the telephone in a professional manner; assists callers and/or routes calls to the appropriate person/department
f. Schedule appointments for appropriate staff member via Microsoft Outlook
g. Provides correct and accurate information, while delivering high quality service to visitors and callers; seeks assistance from department staff to achieve this goal
h. Maintain cleanliness to the office, including workspace
i. Knowledgeable of technical troubleshooting, such as computer usage, printer usage and other technology not listed

2. Performs clerical duties for the Office of Diversity and Inclusion
   a. Types various documents and enters data
   b. Prints, copies and files a variety of documents
   c. Collects and distributes office mail; assist with mass mailings
   d. Assist in managing inventory of office supplies and giveaways; notifies staff to place orders to replenish stock
   e. Performs other duties as assigned and necessary

3. Responsibilities to professional staff members
   a. Work with professional staff members in completing tasks as assigned
   b. Research, collect data, analyze results and run reports for specific projects related to programming, academic support or community outreach

4. Performs other duties as assigned and necessary
   a. Assists with loaning of Office of Diversity and Inclusion equipment to Promoting Academic Student Success program participants, Ready 2 Work Professional Development Program participants, Ambassadors for Diversity and Inclusion and other organizations associated to the office
   b. Performs monetary transactions for the office
   c. Ensures Office of Diversity and Inclusion equipment is in working condition; assists with equipment inventory
   d. Picking up and distribute promotional signage to specified buildings and locations
   e. Maintain office coverage majority of the time; ensuring security and visitor records are functioning
   f. Maintaining cleanliness of the kitchenette

QUALIFICATIONS:

1. Education
   a. Must be enrolled as a full-time student at Wichita State University
   b. Have a cumulative GPA of 2.5 or higher

2. Federal Work-Study
   a. Federal Work-Study is preferred, but not required for this position
   b. Federal Work-Study is an employment program that enables you to work part-time while you attend school and gives you valuable work experience while earning your degree. The program pays you at least minimum wage for the hours you work. Students who are eligible for work-study
are often highly desired for student employment positions because the federal government supplements the wages that you are paid by the university. Work-study is available to undergraduate and graduate students.

3. Scheduling
   a. Availability for up to 20 hours per week during office hours of operations
   b. Availability must be from Monday-Friday (occasional evening/weekend hours may be needed for campus events)

4. Required Qualifications:
   a. Proficiency in strong interpersonal communication skills
   b. Professional in appearance
   c. Provide attention to detail
   d. Ability to work independently and without close supervision
   e. Willingness and ability to work an established schedule
   f. Dependable and reliable to complete tasks
   g. Knowledge of basic computer skills

5. Physical
   a. Requires sustained seeing, hearing and sitting
   b. Requires occasional carrying, feeling/touching, handling, holding, pulling, pushing, standing, stooping, bending and walking
   c. Must be able to occasionally lift or carry up to 50 lbs.

6. Other Qualifications
   a. Ability to understand and articulate issues of multiculturalism, cross-cultural communication, racism, sexism, homophobia, classism, ableism, religious oppression, etc.
   b. Stay up-to-date on current events and the effects on the populations the Office of Diversity and Inclusion serve
   c. Comfortable working with diverse and underrepresented populations
   d. Demonstrates ability to effectively manage time and multiple projects
   e. Proven experience to work cooperatively as a team
   f. Work collaboratively with students, faculty, staff and the community to which the University serves
   g. Comfortable with one-on-one and group interactions, while using public speaking skills

**HOW TO APPLY:**

1. Fill out a paper or digital application at [http://wichita.edu/odi](http://wichita.edu/odi) or apply on Handshake (if applicable)
2. Provide a resume
3. Provide a copy of your class schedule
4. Submit application, resume and class schedule to Rhatigan Student Center ste. 208 or email to diversity@wichita.edu