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09-Oct-2024

Office Specialist (FWS Eligible)

Student Worker III

105253BR

Job Description

The Office of the Dean of Students, Tempe is seeking a highly motivated Office Specialist to serve as a knowledgeable representative and helpful first-line resource to staff, students, parents of students, and other constituents, particularly in answering questions and providing direction in the areas of highly sensitive topics. Other duties will include assisting with projects, general office work, data entry, answering a high volume of phone calls, filing, copying, preparing documents, running errands, and other miscellaneous clerical tasks.

Schedule: Up to 20 hours per week between 8am and 5pm Monday-Friday. Friday availability is preferred. This position is year-round with working hours available (and preferred) during academic breaks (e.g. summer).

Preferred availability: Monday 1-5pm, Tuesday 8-12pm, Thursday 8-12pm or 1-5pm, Friday 1-5pm

Student Recruitment Type

Student Hire Hourly

Campus/Location

Campus: Tempe

Department Name

Dean of Students Tempe

Full-Time/Part-Time

Part-Time

VP Code

EDUC OUTRCH & STDT SVCS

Scope of Search

Open

Grant Funded Position

This is not a grant funded position and is not contingent on future grant funding.

Salary Range

\$15.62 per hour

Close Date

13-October-2024



Essential Duties

The ideal candidate should be able to maintain a high degree of confidentiality, work within a fast-paced environment, have the ability to follow oral and written instructions, make independent decisions and have strong customer service experience. Duties include, but are not limited to the following:

- Triage complex incoming reports that may entail concerns related to Title IX violations, high risk mental health, or other critical incidents and crisis situations that require immediate intervention
- Be able to maintain a high degree of responsibility and judgment for crisis situations that may be reported to the Office of the Dean of Students
- Communicate and utilize sensitive information with assigned professional staff in a trauma-informed manner
- Receive and screen telephone calls, walk-in visitors, emails, and other electronic referrals for triage to professional staff and case managers
- Greet visitors to the Office of the Dean of Students that may include students, staff, and leadership from around the university
- Represent the Office of the Dean of Students at events and trainings for the campus community
- Determine escalations to supervisor and professional staff
- Provide direct clerical support, calendaring assistance, and assembling materials for professional staff
- Filing, scanning, and data entry
- Assisting with projects for professional staff members

Minimum Qualifications

A significant amount of specialized training or experience is required.

Desired Qualifications

- Federal Work Study eligibility is preferred
- Undergraduate student
- Pursuing a degree in Counseling, Social Work, Justice Studies, Psychology, Family and Human Development, or other related field
- Experience working with crisis management or other high concern situations
- Evidence of exceptional written and verbal communication skills
- Demonstrated experience working in a fast-paced environment



- Exceptional customer service skills
- Prior clerical experience

Working Environment

- Professionally represent department/program
- Sit or stand for prolonged periods of time
- Work collaboratively across various departments within the University as well as with diverse populations and groups
- Use computers effectively – including inputting, reviewing and retrieving information, extended periods of viewing screen and using mouse and keyboard
- Use critical thinking to make decisions and/or analyze data
- Communicate effectively both orally and in writing
- Walk throughout campus for meetings or events, regardless of the weather
- Work collaboratively to achieve objectives
- Climb stairs in locations with no elevator, such as with the mezzanine level of the MU, or Irish Hall
- Ability to lift 35 lbs.

Department Statement

Educational Outreach and Student Services (EOSS) is committed to enrolling all qualified students at Arizona State University and assisting them in their academic success. EOSS provides a broad range of services and support to students and prospective students ranging from outreach efforts with K-12 schools, orientation programs for new freshman, bridge programs to assist the transition to a university environment, and a wide variety of services, programs and activities for enrolled students. EOSS has direct responsibility for multiple departments across four campuses, some of which include the Dean of Students, University Housing, Health Services, Counseling Services, Disability Resources, the Memorial Union, TRIO programs, Sun Devil Fitness, Student Government, Student Media, Career Services, Access ASU and others.

ASU Statement

Arizona State University is a new model for American higher education, an unprecedented combination of academic excellence, entrepreneurial energy and broad access. This New American University is a single, unified institution comprising four differentiated campuses positively impacting the economic, social, cultural and environmental health of the communities it serves. Its research is inspired by real world application blurring the boundaries that traditionally separate academic disciplines. ASU serves more than 100,000 students in metropolitan Phoenix, Arizona, the nation's fifth largest city. ASU champions intellectual and cultural diversity, and welcomes students from all fifty states and more than one hundred nations



across the globe.

ASU is a tobacco-free university. For details visit <https://wellness.asu.edu/explore-wellness/body/alcohol-and-drugs/tobacco>

Arizona State University is a VEVRAA Federal Contractor and an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, protected veteran status, or any other basis protected by law.

Notice of Availability of the ASU Annual Security and Fire Safety Report

In compliance with federal law, ASU prepares an annual report on campus security and fire safety programs and resources. ASU's Annual Security and Fire Safety Report is available online at <https://www.asu.edu/police/PDFs/ASU-Clery-Report.pdf>. You may request a hard copy of the report by contacting the ASU PD at 480-965-3456.

Relocation Assistance – For information about schools, housing child resources, neighborhoods, hospitals, community events, and taxes, visit <https://cfo.asu.edu/az-resources>.

Instructions to Apply

Application deadline is 3:00PM Arizona time on the date indicated.

Please include all employment information in month/year format (e.g., 6/88 to 8/94), job title, job duties and name of employer for each position.

Resume should clearly illustrate how prior knowledge and experience meets the Minimum and Desired qualifications of this position.

ASU does not pay for travel expenses associated with interviews, unless otherwise indicated.

Only electronic applications are accepted for this position.

IMPORTANT NOTE: What is the meaning of “equivalent combination” in the minimum qualifications? It means one year of higher education or 24 credit hours, is equal to one year of experience. For example, a four year Bachelor’s degree is equal to four years of experience.

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