



Western Kentucky University
Advising & Career Development Center

Student Office Assistant

General Description:

The Student Office Assistant works under the direct supervision of a Special Project Academic Advisor. The position is responsible for providing office assistance and excellent customer service to WKU students, faculty, staff, and other visitors of the Advising & Career Development Center (which includes the Transfer Center).

Primary Duties and Responsibilities:

- Act as a professional and welcoming representative of the Advising and Career Development Center (ACDC).
- Assist with walk-in appointments and questions, answer office telephones, and effectively act as a liaison between students/parents/faculty and ACDC professional staff.
- Assist faculty, staff, and students by providing accurate information regarding university policies.
- Perform other job-related duties as assigned.

Essential Functions:

- Ability to communicate effectively with faculty, staff, students, and guests of the university from diverse backgrounds.
- Ability to work independently and collaboratively to accomplish departmental goals.
- Ability to maintain accurate records.
- Ability to maintain confidentiality.
- Ability to retain excellent organization skills and the ability to work in a fast paced environment.
- Ability to ensure policies and procedures are followed in all decisions.

Requirements:

Applicant must be a currently enrolled undergraduate student at WKU with at least a 2.5 overall GPA.