

Graduate Assistant Position ~ BW One Stop

BW One Stop, a student service office in the division of Academic Affairs, is seeking a Graduate Assistant to provide support for daily office operations. Our customers are students, families, faculty, staff, and guests of the University. Utilizing a concierge-like service model, we provide essential information, answer questions, counsel, trouble shoot, and make referrals in the areas of academic advising, accessible education, billing, financial aid, registration and records, and general campus inquiries. Training provided.

Principal Duties and Responsibilities:

- Assist with answering department phone calls, reviewing department email inbox, and greeting in-person visitors
- Support the BW One Stop Counselors by asking customers appropriate questions to determine the exact need (triage) in the areas of registration, advising, billing, and financial aid issues
- Utilize department scanner to add confidential documents to retrieve queue
- Partner with the Director on special projects for the One Stop and the offices we support
- Counsel and assist students and families with navigation of the University student portal Jacket Connect, BW mobile apps, and the BW One Stop website
- Provide representation of the BW One Stop at campus events, such as orientation presentations and information tables
- Perform other administrative and clerical duties, such as reception desk coverage and assisting One Stop Counselors when needed.

Required Skills:

- Outstanding customer service skills to support interacting with students, faculty, and staff
- Strong interpersonal, oral, and written communication skills needed to respond to in-person, phone, and email requests for information or assistance
- Proficiency in Microsoft Office and Outlook; Prior knowledge of Campus groups, Colleague, and My Records is a plus
- Possess sound judgment and employ tact and discretion while working with minimal supervision

Required Training (provided):

- FERPA
- One Stop training

Benefit/Stipend:

25% tuition discount 10 hours work/week