Kean University
Student Assistant (SA) Job Description
Tier 1

Job Summary

A Student Assistant (SA) at Kean University plays a vital role in promoting the mission of the department and university. Generally, the SA is required to perform various clerical, administrative and/or semi-professional tasks related to the efficient functioning of the department and its programs and services. Overall, the student will ultimately assist in maintaining an organized workflow for the department and performing duties to assist with work operations as assigned by the supervisor or their designee.

A Student Assistant position is a customer-service oriented job and students will gain valuable customer service and professional skills in their positions. All students must understand the importance of and maintain confidentiality in daily work operations. This includes information protected by the Family Educational Rights and Privacy Act (FERPA) and other applicable laws and regulations. Students will be expected to abide by all university policies and procedures.

Students must be registered for undergraduate classes and maintain their enrollment status to work in these positions. Student Assistants may qualify for Federal Work Study, which will be determined by the Office of Financial Aid. Some Student Assistant positions with Federal Work Study funding may be Community Service-based. Some positions may require a minimum GPA, as determined by department guidelines.

Student Assistants are permitted to work a maximum of twenty (20) hours per week and cannot work in multiple hourly positions. The assignment may include day, evening and/or weekend hours, depending on the position. SA's are required to take appropriate breaks and are not permitted to work more than seven and a half (7.5) hours per day per HR policy. Students are expected to arrive to work on time and are required to clock in and out of assigned shifts and for required break times in Workday, to ensure accurate timekeeping. Scheduling of hours is at the discretion of the supervisor, based on department needs and take into consideration the student's class
schedule and availability each semester. It is the supervisor's responsibility to work with the student to ensure a healthy balance of academic and nonacademic commitments.

This role is available to enrolled undergraduate students and the compensation rate is Tier 1: $15.92 per hour.

Examples of Work

Administrative Support

- Provides coverage of the front desk/office, answers phones and greets all callers and visitors in a courteous, polite and professional manner

- Answers basic questions and/or refers callers or visitors to the appropriate point of contact or resource
- Takes accurate messages as needed
- Responds to work related emails and may assist with replying to department email accounts, if assigned by the supervisor
- Coordinates the reception/desk area and maintains orderliness of all associated spaces
- Opens and distributes mail to the appropriate employees
- Assists with outgoing mail (folds letters and envelopes, prepares labels, etc.)
- Performs hand-deliveries to other campus offices
- Picks up supplies from the Warehouse
- Prepares correspondence and other documentation
- Assists with basic office administration and other work as needed: this may include maintaining spreadsheets; preparing reports; coordinating/gathering data; filing, copying or scanning documents, etc.
- Maintains office supplies, printers and copiers
- Keeps file rooms and supply rooms organized
- Attends work-related orientations, training, workshops and events as required
- Assists with special projects and other assignments as required

Technical Support & Digital Media

- Troubleshoots basic technical issues
- Configure devices
- Maintains social media pages
- Creates social media content
- Assists with media editing
- Photography and videography
- Assists with graphic design assignments

Events

- Responsible for table sitting for events or preparation for events
- Assists with set up and tear down
- Provides event coverage at sporting events
- Performs media for events
- Provides campus tours

Athletics and Team Support

- Responsible for assisting department managers and staff in administration activities
- Responsible for assisting coaches and players at practice and games
- Assists with logistical needs, equipment and game preparation
- Performs gametime coverage
- May involve travel with teams

Labs

- Sets up lab workspaces
- Organizes and cleans lab equipment
- Assists as a lab attendant as needed

Childcare Center

- Organizes and maintains classroom space
- Observes, records and reports childrens' behavior
- Facilitates small group learning activities
- Responsible for childrens' well-being in the classroom

Mentors

- Supports peers for personal, career and academic success
- Serves as an advocate for interest and needs of peers

Research

- Conducts, organizes and refines research
- Assists with research projects and events
- Performs literature reviews
- Prepares surveys and interview questionnaires
- Analyzes data

Department Specific Examples of Work

- Other relevant and similar department-specific job responsibilities may be assigned at this level

Qualifications and Skills

Student employment will build general and specialized skills and create a genuine sense of pride and enthusiasm for the University. Students will grow personally and professionally while working at Kean and therefore prior work experience is beneficial, but not required for student positions.

Position requirements are determined as appropriate for the specific assignment and may include, but are not limited to the following:

- Proficiency in basic clerical skills
- Basic knowledge of computers and efficiency in Microsoft Office programs (such as Word and Excel) and Google

- Good oral and written communication skills, with the ability to communicate in a respectful, helpful and friendly tone
- Organizational skills
- Customer service/satisfaction oriented
- Maintain a neat appearance and positive attitude

Some student positions may require the ability to lift or carry supplies, materials and/or equipment over long and short distances.