Kean University
Student Assistant (SA) Job Description
Lead Student Assistant
Tier 2

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.

The Lead Student Assistant category falls within the scope of a Student Assistant position. Lead Student Assistants perform a higher level of work, are responsible for the guidance of other Student Assistants and provide leadership to others. Lead Student Assistants encourage student responsibility and accountability.

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 2: $16.92 per hour.

Examples of Work

Tutor

- Facilitates individual or group assistance in tutoring for special academic needs
- Reviews classroom curriculum and assignments for students
- Assists students with homework, projects and test preparation

Student Leads

- Provides leadership and coaching to students assistants within the division
- Assists in orienting new student assistants
- Monitors facilities and activities
- Assists with daily operations
- Acts as a Lead Ambassador
- Acts as a Lead tour guide

Advanced Technical positions

- Assists in analyzing security
- Maintains servers and networks
- Project Specialist
- Provides advanced technological assistance

Lead Community Service-based positions

- Assists with the guidance of volunteers
- Facilitates trainings with other students
- Oversees student groups
- Assists with program development

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 all 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
- Maintain professionalism, confidentiality and academic integrity
- Displays leadership skills
- Attention to detail
- Teamwork
- Critical thinking

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