

FRONT DESK TEAM MEMBER (0 POSITIONS AVAILABLE)

**Stetson University
Academic Success
421 N. Woodland Blvd., Deland, FL 32723
386-822-7345**

Overview:

Reporting to an Academic Success Coordinator, Front Desk Team Members are a student employment position. The Front Desk Team Members assist in the day-to-day operations of Academic Success as well as answering questions and providing information about our various services. The Front Desk Team also work collaboratively with each other and the different areas of Academic Success on high impact projects and programs for the students on campus.

Duties and Responsibilities:

Task	TS	PP	TC	CO	DL	LS	CN	GE
Answer student, parent, and staff questions regarding Academic Success and its various services	X		X	X		X		
Oversee the HFSSC email by answering or directing all questions that come in	X	X		X	X			
Maintain the room reservation system through Ad Astra		X			X			
Oversee the operation of the Hollis Family Student Success Center (HFSSC)	X	X	X	X				
Assist in creating an inclusive space that accommodates students	X				X			X
Troubleshoot and assist students with the technology in the HFSSC	X	X		X	X			
Ensure that students are signing in and out when visiting the HFSSC		X		X	X			
Assist the various areas of Academic Success with projects as requested	X		X					
Create a professional goal/project with direct supervisor	X			X		X	X	
Participate in monthly reflections	X		X				X	
Learn about the various services and areas of Academic Success	X							X
Other duties as assigned (typically based on interest)		X					X	X
TOTAL	9	6	4	6	5	2	3	3

Requirements:

- Current Stetson student in good academic standing
- Highly-organized and creative
- Ability to work alone and with a team to reach desired outcomes
- Self-starter who will complete tasks in a timely fashion
- Ability to uphold strict confidentiality in all aspects of the position
- Proficiency with technology and Microsoft not required but preferred
- Expresses a passion for student success and an interest in working on projects related to student success

Additional Information:

- Up to 20 hours per week – office is open Monday- Thursday 9:00 AM – 10:00 PM, Friday 9:00 AM – 5:00 PM, Sunday 4:00 PM – 10:00 PM
- Flexible schedule (will work with class schedule, exam preparation, and University holidays)
- Pay- \$8.50/Hour
- Front Desk will report directly to Matt Musser for mentorship and assigned tasks
- Front Desk will often be considered a member of the Academic Success team when researching, brainstorming, and problem solving various questions and challenges

Application Process:

Submit resume to Matt Musser at hfssc@stetson.edu Resumes will be reviewed upon receipt.

Application timeline if any

Department Information:

<http://www.stetson.edu/academic-success>