

Bowie State University Federal College Work-Study Position Description

Title: Student Assistant

Department: Office of Graduate Admissions

Department Approval By:

Date:

REPORTS TO: Associate Director, Office of Graduate Admissions

PURPOSE: Provide administrative and programming support within the Graduate Admission's Office.

DUTIES & RESPONSIBILITIES:

- Provide front desk coverage as needed
 - Respond to walk-in and telephone inquiries
 - Utilizing the PeopleSoft System to respond to inquiries
 - Schedule Graduate Tours
 - Tour Guide
 - Enter prospect inquiries
- Clerical Support
 - File and/or cross-referencing admissions records
 - Assemble packaging and mass mailing
 - Answer in-coming telephone calls
 - Data entry
- Other duties as assigned

REQUIRED KNOWLEDGE, SKILLS & ABILITIES:

- Good customer services skills preferred
- Working knowledge of PeopleSoft preferred
- Ability to work independently with minimal supervision
- Excellent problem-solving skills
- Strength in multi-tasking
- Commitment to exemplary customer service
- Familiar with the Graduate Admission's Office
- Proficiency in Microsoft applications a plus

MINIMUM TRAINING & EXPERIENCE:

Junior\Senior in good standing with a minimum GPA of 3.0

CONDITIONS OF EMPLOYMENT:

- Ability to traverse the campus
- Ability to work flexible hours and weekends when required

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