

Pan American Life Student Success Center

Position Title: Front Office Assistant

Job Location: Student Success Center, 2nd Floor Monroe Library (room 229)

Overview of Office: The Pan-American Life Student Success Center is a welcoming, inclusive environment where students master the skills they need to be lifelong learners, develop meaningful relationships, and excel beyond their time at Loyola. The office includes (and supports) the following teams:

- Office of Accessible Education
- Advising & Coaching
- Online Success Office
- Office of Writing & Learning Services
- Career Development

Job Duties/Responsibilities:

We are looking for Front Office assistants to welcome students, parents, faculty and staff members to the Student Success Center offices. Our office requires assistants to sit at the front desk, answer phones, check on scheduled appointments, and manage multiple office tasks. We promote office assistants to work in a team environment with other office staff members, primarily reporting to the office manager.

Primary duties include:

- Answering the phone for all incoming calls.
- Support check-in process for student appointments.
- Routing calls to appropriate staff members.
- Confirming appointments, meetings, and events.
- Welcoming and assisting students, staff, faculty, and visitors in a friendly and professional manner.
- Checking staff availability and scheduled appointments.
- Performing clerical duties such as filing, copying, organizing paperwork.
- Maintaining the work area by keeping the place clean and neat at all times.
- Monitoring office supplies by restocking items and making note of inventory shortages when needed.

Learning and Skill Outcomes Objectives:

- Students' acquisition of strong customer service skills
- Development of students' sense of leadership through planning and managing task and projects
- Experience in office management operations
- Enhance ability to self-manage and complete tasks in a timely manner
- Establish professional relationship-building with staff and faculty

Required Skills:

- Currently enrolled as a Loyola University New Orleans undergraduate student
- Maintain good academic standing if enrolled in school
- Commit to 10 hours of work per week
- Be sensitive to the needs of a diverse student body and respect student privacy

Preferred Skills:

- Experience in Google Suite (GMAIL, Sheets, etc.)
- Excellent interpersonal, organizational, and technical skills and the demonstrated ability to work effectively as both a team member and as a leader
- Ability to work with a diverse range of faculty, administrators, students, alumni and staff
- Familiarity with the Student Success Center services is a plus

Number of Students Expected to Hire: 5

Salary: \$7.25/hour

Job Duration: The Student Office Assistant position is 10+ hours per week for the current academic year.

Training

- Assist the required training provided by Office Manager and Front Office Graduate Assistant.