Title: Student Office Assistant (General)
Role: Student
Department: Office of International Program and Services

**IPS Mission Statement:**

*Enrich the academic and cultural environment of Millersville University by leading internationalization initiatives.*

To achieve this mission, the IPS Office:

- **Provides** Millersville University with learning opportunities to engage and serve internationally. These diverse experiences help to expand worldviews as well as value the global environment we live in.
- **Promotes** faculty and staff professional development through facilitating intercultural programs and events. We provide international experiences to develop globally competent graduates.
- **Leads** the internationalization of the campus and promotes respect for all cultures, encouraging a sense of unity and support.
- **Fosters** student, faculty, and staff development as citizens by establishing relationships in an international context. Through diversity of thought, they serve as global ambassadors, as part of the larger community.
- **Respects** the uniqueness of each individual by celebrating diversity, through open communication and compassion.

**Basic function:** Under the direct supervision of IPS staff, student office assistants are often the first point of contact for all students, faculty, staff, and guests visiting the office. Student Office Assistants support the day-to-day operations and work independently and/or as a team to accomplish the overall mission and goals of the unit. Specialty areas include, but are not limited to, event specialists, public relations and social media assistance, and study abroad peer mentorship. Paid training and professional development are required prior to the beginning of each term.

**Duties and Responsibilities – The Student Office Assistant Will:**

- Serve as first line of communication via phone, e-mail and in-person by answering inquiries from students, parents and faculty and staff. Provide excellent customer service.
- Assist in monitoring and restocking-needs of office supplies; in receiving and distributing mail.
- Scanning documentation, compose correspondence to students and others concerning requests for information or processing of forms; mail standard response letters (i.e., form letters) for routine requests.
- Make deliveries around campus, dropping off and picking up materials to and from departments and off campus.
- Promote international opportunities by making direct and indirect contact with a wide range of students through on-campus tabling.
- Assist with study abroad or other administrative tasks, such as paperwork management, and general advising.
- Interacting with international students and scholars, and assisting in their initial transition and ongoing integration at MU.
- Assist with the tracking of student data related to study abroad participation, and international enrollment.
- Other duties and projects as assigned, requested, or deemed necessary by IPS staff.

**Qualifications:**

**Required:**

Student Assistant positions are open to current MU students who are in good academic standing. Candidates must demonstrate interest in intercultural issues, communicate effectively and work as a part of a team. Must be highly organized, possess ability to multi-task and to complete projects with attention to accuracy. Candidates must have a positive attitude, be friendly, patient, and sensitive to culturally and linguistically diverse students. Microsoft Office. Students must be able to work 12-17 hours per week. The pay rate is $7.25 per hour. Flexibility in scheduling is required to meet the needs of the department. Occasional evening hours to support special events. Must maintain confidentiality of student information.

**Preferred:**

Active on campus, integrated into campus networks (clubs, organizations, etc.). Experience studying or living overseas and/or learning a second language. All majors welcomed.

**Screening Process:** Applicant must submit application and resume. Chosen applicants will undergo interview. Final applicants will undergo background screening.
Public Relations and Social Media Specialist

- Marketing and communications support, including website and social media maintenance, poster and flyer design.
- Assist in the creation and implementation of IPS social media plan, including responding to wall posts and messages.
- Publicize all events and create content for IPS social media accounts.
- Researching and writing articles and smaller profiles for IPS publications such as International Student Newsletter, We Are Global profiles etc.
- Attend IPS events that don’t conflict with class schedules.
- Capture digital photographs and videos of IPS events and activities; curate images and videos in department drive.
- Will assist with additional media projects as assigned.

Additional Qualifications

**Required:**
In addition to the basic requirements, Public Relations and Social Media Specialists must have previous experience in Photoshop, InDesign, Canva or other design program. Active presence or experience on social media pages (Facebook, Twitter, Instagram, Snapchat, etc.)

**Preferred:**
Active on campus, integrated into campus networks (clubs, organizations, etc.). Preference given to students majoring in Art & Design, Marketing, Communications, PR, Business and related fields.

Event Specialist

- Help develop and organize IPS events and participate in those events
- Assist with the planning, promotion and implementation for Study Abroad Open House, Study Abroad Fair, Study Abroad Pre-Departure Orientation, and other study abroad activities on campus.
- Assist with the planning, promotion and implementation for cultural activities, such as International Student Orientation, International Tea Time etc.
- Assist with the organization of the evaluation processes for all IPS events and activities.

Additional Qualifications

**Required:**
In addition to the basic requirements, Event Specialists must have prior experience in event planning. Active on campus, integrated into campus networks (clubs, organizations, etc.)

Study Abroad Peer Mentors

- Serve as a peer mentor and resource for prospective study abroad students, by sharing prior study abroad experience and showing your passion for study abroad.
- Promote study abroad opportunities to students via presentations to classes, student organization and orientation sessions
- Generate new ideas for student outreach at Millersville University

Additional Qualifications

**Required:**
In addition to the basic requirements, Study Abroad Mentors must have experience studying overseas. Active on campus, integrated into campus networks (clubs, organizations, etc.).