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

BASIC FUNCTIONS
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. 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. Specialty responsibilities include, but are not limited to, event specialists, public relations and social media assistance, international student support, and study abroad promotion. Paid training and professional development are required prior to the beginning of each term. The pay rate is the minimum wage set by MU.

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
- Filing and 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.
- Promote international opportunities by making direct and indirect contact with a wide range of students through on-campus promotion.
- 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.
- Make deliveries around campus, dropping off and picking up materials to and from departments and off campus.
- Other duties and projects as assigned, requested, or deemed necessary by IPS staff.
- Maintain confidentiality of office information.

Qualifications:
Required:
Student Assistant positions are open to current MU students who are in good academic standing. Candidates must demonstrate interest in intercultural issues, take initiative, communicate effectively, adaptable to change, 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. Students work between 10-20 hours per week during business hours. However, flexibility is needed to meet the needs of the office with evening and weekend hours to support special events and programming.

Preferred:
Active on campus through campus networks or other positions (clubs, organizations, offices, departments etc.). Experience studying or living overseas and/or learning a second language. All majors welcomed.

Screening Process: Applicant must submit an application and resume within the hiring cycle each fall and spring term. Chosen applicants will undergo an interview. Final applicants will undergo background screenings with HR.

KEY CONTRIBUTION AREAS

International Partnerships
- Event planning and leadership: Support the logistics involved in visiting delegations and partner visits.
- Process management: Serve as a point-of-contact for the Goethe-Institut Credit Program and support the maintenance of the international partnership review and renewal workflows.
- Program assistance: Help support Visiting Scholar Program participants.
- International Student Mentorship: Assists in program advising for Special Academic Program participants.
- Data management: Digital recordkeeping and database management.
- Implement the International Partnerships Communication Plan.
- Will assist with additional projects as assigned.

PR & Marketing
- Support marketing and communications, including social media maintenance, poster and flyer design.
- Assist in the creation and implementation of IPS social media plan, including responding to posts and messages.
- Publicize all events and create content for IPS social media accounts.
• Research and write articles for IPS publications such as International Student Newsletter as well as promote articles with the Snapper and Millersville’s Director of Communications.
• Attend IPS events that don’t conflict with class schedule in order to capture digital photographs and videos of IPS events and activities; curate images and videos in department filing system.
• Interview International and Study Abroad students to create testimonials to be posted on social media, office newsletters, and for admissions marketing and recruitment.
• Will assist with additional media projects as assigned.

Additional Qualifications
Required:
Staff should have an active presence or previous experience with social media (Facebook, Twitter, Instagram, Blog/Journal, YouTube, Snapchat, etc.)

Preferred:
Previous experience in Photoshop, InDesign, Canva or other design programs. All majors welcomed to apply. Preference given to students majoring in Graphic Design, Marketing, Communications, Art, Business and related fields.

International Student and Scholar Services (ISSS) and English Language Institute (ELI)
• Document Services Assistance
• Data Management
• Event Planning & Leadership
• Global Ambassador Program Leadership
• New International Student Orientation Planning
• ISSS / ELI Communications
• New Student Admissions and Enrollment Assistance
• Global Marauders Club Leadership
• ELI Administrative Help
• ELI Accreditation Help
• International Education Week

Education Abroad
• Serve as a peer mentor and resource for prospective study abroad students by sharing prior study abroad experience, assisting students through the study abroad process, acting as their support and advocate while showing your passion for study abroad.
• Promote study abroad opportunities to students via presentations and at other events. Examples include:
  o Class presentations
  o Student clubs and organizations
  o Admissions Office programming
  o IPS-related events
• Generate new ideas for student outreach at Millersville University
• Assist with the development, planning, promotion, implementation, and evaluation of all IPS events and scheduled activities. Examples include:
  o Study Abroad Fair
  o IPS Open House
  o Study Abroad Workshops
  o Study Abroad Orientations
  o International Education Week
  o Celebration Event

Additional Qualifications
Required:
Must have experience studying and or living overseas.

Preferred:
Prior experience in event planning (work, class, club, organization, etc.)

(Updated 4/15/2020)