

## INTERNATIONAL PROGRAM AND SERVICES (IPS)

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 office. 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. Staff will:

- Serve as the first line of communication for students, parents and faculty and staff. Provide excellent customer service.
- File and scan documentation, compose correspondence to students and others concerning requests for information or processing of forms, mail standard response letters for routine requests.
- Make deliveries around campus, dropping off and picking up materials to and from departments and off campus.
- Work between 10-20 hours per week depending on availability.
- Participate in staff training prior to the beginning of each term, unless other arrangements are made.
- Perform specific duties for an assigned key contribution area within the IPS Office (Described below).

**Qualifications:** Current MU students in good academic standing. Must demonstrate interest in intercultural issues and be patient and sensitive to culturally and linguistically diverse students. Successful candidates would take initiative, possess an ability to multi-task with an attention to detail, and work as a part of a team.

### KEY CONTRIBUTION AREAS

#### DIGITAL ENGAGEMENT – (Public Relations and Marketing Support)

- Support marketing and communications via social media including Maintaining a schedule of postings, responding to posts and messages on IPS accounts,
- Support marketing and communications via other media including Poster or flyer design, newsletter preparation, other projects depending on candidate skills and interest (videos, podcasts, etc.)
- Research and write articles for IPS publications such as International Student Newsletter as well as promote articles with the Snapper and/or with the wider campus' Director of Communications.
- Attend IPS events (schedule-depending) to capture digital photographs or videos of activities, curate images and videos.
- Interview international and study abroad students to create testimonials for the office.

##### **Preferred Qualifications**

Have an active presence or experience with social media (Facebook, Twitter, Instagram, Blog/Journal, YouTube, etc.)

Previous experience in Photoshop, InDesign, Canva or other design programs/websites.

All majors are welcome to apply. Preference may be given to those in Graphic Design, Marketing, Communications, Art, Business, and other related fields.

#### EDUCATION ABROAD & PARTNERSHIPS – (Study Abroad Support)

- All Student Office Assistants in this unit serve as Study Abroad Peer Mentors and a resource for prospective study abroad students by assisting students through the study abroad cycle.
- Promote study abroad opportunities to students via presentations and events. Examples include Class presentations, Student clubs and organizations, Admissions Office/Orientation programming, tabling, and IPS-related events.
- Assist with the development, planning, promotion, implementation, and evaluation of IPS events and scheduled activities. Examples include Study Abroad Fair, IPS Open House, Study Abroad Workshops, Study Abroad Orientation, Welcome Back Bash, Photo Friday, International Education Week, and Celebration Event.
- Assist with other administrative tasks such as tracking student data and paperwork management.
- Generate new ideas for study abroad outreach and engagement for the Millersville University community.

##### **Preferred Qualifications**

All majors are welcome to apply. Preference will be given to those with experience traveling internationally, studying abroad, or those who have lived overseas.

#### INTERNATIONAL STUDENT & SCHOLAR SERVICES / ENGLISH LANGUAGE INSTITUTE / INTERNATIONAL ADMISSIONS – (International Student Support)

- Assist with the development, planning, promotion, implementation, and evaluation of IPS events and scheduled activities. Examples include International Student Orientation, International Teatime, Global Marauders Club, Global Ambassador Program, International Education Week, Celebration Event, and other international student trips/events.
- Assist with the tracking of student data related to international student enrollment and student engagement.
- Assist with international students and other administrative tasks, such as paperwork management and communications.
- Generate new ideas for international student and scholar outreach and engagement at Millersville University

##### **Preferred Qualifications**

All majors are welcome to apply. 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.