Student Assistant (Federal Work Study)

Position Description

The Center for Leadership and Service (CLS) provides educational programs, workshops and conferences; coordinates community service, leadership, and service learning opportunities for students; develops reciprocal relationships with the community in order to best serve all parties; and will serve as a resource and trainer for faculty and staff on these topics. Multicultural & Diversity Affairs (MCDA) promotes an inclusive campus community by creating environments in which students learn about themselves and diverse others, engage in meaningful intercultural dialogue, and enhance their leadership and commitment to social justice.

Requirements for Employment
- Must receive or be eligible to receive federal work study
- Students must have a minimum of 2.5 cumulative GPA
- Must be in good conduct standing with the University of Florida
- All majors are encouraged to apply. Experience with CLS and MCDA areas is preferred but not necessary
- Experience with current Microsoft programs, specifically MS Outlook email and calendars, MS Excel, and MS Access
- Strong customer service skills
- Willingness to make a commitment throughout the entire academic year

Job Responsibilities
- Must feel comfortable greeting and assisting all visitors, referring inquiries to the appropriate staff or office, and generally serving as an office liaison for CLS and MCDA.
- Willing to gain knowledge of CLS and MCDA areas in order to answer questions and provide assistance to office visitors and e-mail requests.
- Answers telephone, assists callers or route calls as appropriate.
- Maintains log/inventory of departmental equipment checkout. Monitors & maintains departmental equipment such as making sure all the equipment bags contain all materials and following up with the last party to use the equipment.
- Monitors the CLS and MCDA staff calendars and conference room calendars.
- Effectively and efficiently handle high volumes of phone calls and visitors
- Display interest and sensitivity to the concerns of our diverse population
- Demonstrate effective listening and problem solving skills
- Must be capable of taking direction and working on one’s own as well as in a team
- General clerical duties as assigned

Expectations
- Student assistants must be committed to providing friendly, courteous, responsive, quality service to our patrons by fostering a respectful, positive, and welcoming environment for all. Student assistants are expected to exemplify high standards of customer service.
- Dress Code: Student assistants should wear a blue or orange Polo shirt and black or khaki pants.
- Attitude: A businesslike attitude should be maintained at all times.
- Visiting: Visiting with others, either in person or on the phone, should be limited to brief periods.
- Computers: Students are assigned tasks through Asana.com. Computer work stations should be used for work assignments only.
- Errands: Students are often asked to run errands necessary to the functioning of a department.
- Work Hours: Students will be assigned a regular work schedule between the hours of 10 a.m. and 3 p.m. Monday through Friday. The schedule will be created based on the student’s availability. Student sign-in sheets should reflect accurate work hours. If you are unable to report to work at a scheduled time for any reason, you are expected to notify your work site prior to your work shift. Failure to report to work will be considered an unexcused absence.
To apply

Please return this completed application form, cover letter, and resume, to Wendi Miller, Senior Secretary for the Center for Leadership and Service at cls@leadershipandservice.ufl.edu.

Your application will not be reviewed until the Center for Leadership and Service receives all application materials. If you need further information please contact cls@leadershipandservice.ufl.edu.