Office of the Vice President for Student Affairs  
Position Description  
Undergraduate Student Employee

The Office of the Vice President for Student Affairs oversees the Division of Student Affairs at Colorado State University. Because of the many complex issues involved in this office, it is necessary that student staff members are responsible, mature, dependable, and able to work independently as well as part of a team. Maintaining a sense of professionalism and confidentiality are also required.

Qualifications:

• Must be currently enrolled at CSU
• Have need-based or merit work study award
• Students must be have at least a 2.0 GPA and be in good academic standing
• Ability to work effectively with diverse populations

Job Description:

Student staff members assist with the day-to-day operation of the office, as well as having additional duties pertaining to a specific area of focus. General responsibilities for all student employees are listed below:

• Answer the telephone, transfer calls, and take phone messages for VPSA staff.
• Greet guests as they come into the office, and offer them coffee/tea/water if they need to wait or are here for a meeting.
• Utilize computer programs such as MS Word, Excel, Access, PowerPoint, and email as needed for office-related projects.
• Access VPSA staff calendars and conference room calendar for customer service needs.
• Keep student desk area straightened and clean.
• Assist with signed documents and maintain accurate record of document tracking.
• Operate basic office machines such as the copier, fax machine, scanner, printers, typewriter, and shredder.
• Replenish paper trays in the copier/printer and check copy paper supplies on the paper cart and in the storage room.
• Tidy the work station area by the copier/printer and replenish supplies as needed.
• Shred papers and empty shredding bin when full.
• Check used envelopes supply—recycle or discard when necessary.
• Complete filing.
• Process and distribute incoming mail.
• Keep storerooms organized and make sure supplies are not running low.
• Check the coffee area in the kitchen and replenish supplies.
• Load/Unload dishwasher and clean the kitchen area; clean microwave, toaster oven, and dish draining pan as needed.
• Clean out the refrigerator as needed (send an email to staff first).
• Clean and straighten the conference room as needed.
• Make entries in the student communication notebook regarding ongoing projects.
• Make sure all windows are closed and ceiling fans turned off at the end of the day.
• Dust the office (furniture, file cabinets, mop boards, pictures, etc) weekly.
• Vacuum the office, including the conference room, as needed.
• Run campus errands as needed.
• Complete additional tasks as assigned by VPSA staff.

Specific Areas of Focus
In addition to the duties listed above, each student employee has the opportunity to focus on a specific area of interest. Potential areas and associated responsibilities include:

VPSA Management
• Organize and manage student intern tasks and communication in office.
• Plan and manage professional development sessions.
• Build schedules, not only for student staff but daily tasks as well.
• Manages office supply and break room supply stock.
• Places office supply, break room supply, and coffee supply orders using Kuali Systems.
• Acts as a liaison for students and office staff when necessary.
• Performs check-ins with student interns.
• Manage document tracking and ensure signatures are obtained
• Send out division-wide birthday cards each month

Parent & Family Programs
• Attend and help organize Parent and Family hosted events
• Create informational Q&A videos explaining to CSU families the resources the university offers
• Respond to e-mails, phone calls, and questions concerning Parent and Family Programs
• Update the e-mail list for the monthly newsletter
• Serve as a student voice either in person, or in the newsletter for parents to understand a student perspective
• Clearly communicate with co-workers to ensure that tasks get completed on time

Student Diversity Programs and Services
• Work with VPSA Office Staff with SDPS communications, staff evaluation process, and reviewing forms for accuracy before they are forwarded for signature Assist with special programs related to Cultural and Resource Centers
• Maintain inventory of informational and other SDPS marketing materials
• Help support Retention Coordinator with scheduling student appointments, communicating with DSF students, and organizing data
• Maintain calendar of major SDPS sponsored events

Student Affairs in Higher Education and Assessment
• Organize/help with student recruitment/interviews for Student Affairs in Higher Education program
• Utilize Kuali software to pay invoices for meetings, deposit checks for trips etc.
• Help organize previous Program Reviews and assessments
• Deliver and collect yearly surveys and reviews
• Help organize DSA Staff Appreciation Reception
- Potentially serve on or assist with the DSA Professional Development Committee
- Edit and send out thank you letters to donors
- Perform Division of Student Affairs and Student Affairs in Higher Education website maintenance
- Partner with Executive Assistant to implement senior exit survey

**Transferrable Skills:**

- **Communication skills:**
  - Speaking effectively on the phone
  - Relaying information correctly and efficiently
  - Providing and receiving feedback
  - Listening attentively
  - Expressing needs
  - Presentation skills
- **Ability to handle multiple tasks**
  - Prioritizing and time management
  - Paying attention to detail
- **Knowing when to handle situations independently and when to ask for help**
- **Organizational skills**
- **Ability to be flexible and adaptable**
- **Experience with Microsoft Office programs**
- **Providing support and backup in an office setting**
- **Understanding the “climate” in a work setting and adapting to it**
  - Relationship building
  - Networking opportunities
- **Conflict resolution**
- **Customer service**
  - Transferring calls
  - Greeting on the phone and in person
  - Resolving conflict
  - Responding to upset parents
  - Crisis management (collecting information and handing off to the correct person)
- **Working cooperatively on projects and assignments**
- **Understanding and adhering to the policies and regulations of a complex organization**
- **Punctuality**
- **Taking the initiative to set and meet goals and deadlines**
- **Accepting responsibility**
- **Understanding of organizational structure, hierarchy, etc.**
- **Ability to take initiative and to make suggestions/ relay ideas**
- **Enhance skills in working with diverse populations**

**To Apply:**
Please submit a current resume, contact information, and a brief note of why you are interested in the position and which specific area(s) of focus interest you to maria.marinucci@colostate.edu and tess.martin@colostate.edu by May 9th for full consideration.