Recruitment Number: 27895  FTE: 100%
Job Code: 004722  Recruit Type: External
Job Code Title: BLANK AST 3  Dept Name: Donald Bren School Of ICS
Working Title: Student Affairs Assistant  Location: UCI Campus - Irvine
FLSA: Non-Exempt  Schedule: 8-5, M-F
Appointment: Career  Salary: $24.66/hr

Job Summary:
Under the supervision of the Director of the Donald Bren School of Information and Computer Sciences (ICS) Student Affairs Office (SAO), this position is responsible for the full range of administrative functions for the SAO. These functions include greeting visitors, general advising, scheduling, office reception, purchasing supplies, conference room management, student work-study coordination, and equipment maintenance. Manages the Associate Dean’s SAO meetings and calendar. Provides general support to the Director, Senior Counselor, and the overall operations of the Student Affairs Office. Acts as SAO liaison to ICS units and departments, and campus resources.

Job Description:
Job Essential Function 1
Percent of Time: 60%
Office Reception

Provides professional customer service to SAO visitors and callers, including prospective students and their families, current students, faculty, and staff; answers general questions, provides information, directions, and/or referrals to various school and campus resources.

Schedules counseling appointments for the undergraduate academic counselors, the Director, and the Associate Dean, and refers walk in students to the peer counseling staff.

Assists in responding to undergraduate admissions and advising inquiries. Directs undergraduate visitors and callers to appropriate undergraduate affairs staff and/or resources for reference.

Develops, implements, and updates office protocols for all office communication, front desk reception (including calendaring and reservation of space/equipment), and purchasing.

Maintains front desk manual.

Coordinates mail services twice daily, before and after office hours.

Coordinates and trains work-study student assistants and peer counselors for telephone and front office reception, and for general administrative support to SAO staff.

Manages calendars for SAO front desk, SAO conference room, Kay Lab, and SAO equipment.

Explains and guides students through the searchable Schedule of Classes (SOC).

Notifies Instructional Support Manager and counselors regarding user and/or system errors.

Responsible for maintaining a well-organized and clean front desk and reception area.
Job Essential Function 2
Percent of Time: 40%
Administrative Support

Provides general administrative support to Associate Dean, Director, and UGSAO staff.

Assists in event planning of orientations, recruitment events, information sessions, town hall meetings, and commencement ceremonies.

Determine and order appropriate catering; set up tables, equipment, and decor.

Responds promptly to inquiries regarding events by e-mail, telephone, and in person. Inventories and manages office supply needs, initiates and tracks purchases.

Responsible for maintaining a well-organized and clean supply area.

Tracks and summarizes office and ADSA fund expenditures.

Assists with undergraduate e-mail, files, data entry, and petition processing.

 Prepares and coordinates electronic bulletin mailings to ICS undergraduate population; posts to social media.

Manages Annual Report.

Compiles, summarizes, and presents data for Annual Report: appointments, walk in hours, undergraduate petitions, staff development and activities, and customer satisfaction surveys.

Manages student enrollment in ICS courses via the Division of Continuing Education (DCE).

Reviews, approves/denies petitions, monitors enrollment, and provides feedback to both ICS Instructional Support Manager and DCE Assistant Registrar.

Consults with Director on all enrollment exception requests.

Responsible for mail distribution to SAO staff, daily.

Will be required to hand deliver documents and/or other items to campus offices.

Supervises proper use and maintenance of office equipment, supply inventory (toner, ink cartridges), and schedules preventive maintenance and service calls with vendors.

Researches and recommends new equipment, supplies, and service agreements with a focus on cost control.

Inform SAO staff of potential interruptions and/or impact to workflow.
Responsible for periodically reviewing SAO section of the School's website and recommends updates/changes to Director and counselors. Additional assignments as assigned.

**Skills, Knowledge and Abilities:**

**Required:**

Demonstrated ability to communicate effectively and professionally with a broad range of individuals including students, faculty, staff administrators, and the general public, via telephone, email, and in-person.

Strong organizational skills to prioritize workload and meet deadlines.

Ability to multi-task, work under pressure, and maintain exceptional customer service with frequent interruptions.

Judgment and decision-making skills to refer higher level advising issues to counselors or Director in a timely manner.

Skill to perform a variety of administrative projects, including planning meetings and coordinating events.

Ability to work evenings and weekends for special events.

**Preferred:**

Working knowledge of University accounting policies and procedures as they relate to PAL Card purchasing, UCI Corporate Card, and KFS. Experience with using Kuali Financial System (KFS).

Knowledge and understanding of the philosophy and curriculum of the Bren School of Information and Computer Sciences.

Knowledge of ICS and UCI admission requirements.


Bachelor's degree or equivalent experience in student affairs.

**Please apply via the link below:**

https://careersucirvine.ttcportals.com/jobs/8100129-student-affairs-assistant