Office Assistants play a critical role in the success of the Orientation programs for First Year and Transfer students. Successful assistants will be dedicated to providing outstanding customer service, manage databases effectively, keeping the Orientation reception area well organized with up-to-date information, and contribute creative and innovative ideas and support for programs. Staff will work on assignments using computer software programs such as MS Word, Excel and Access. Additionally, you will work in the Orientation reception area (through email, on the phone, and in person) to help students and their families have a positive experience during our programs, such as during December Transfer Orientation.

**CONDITIONS OF EMPLOYMENT**
- You must be a current full-time undergraduate student. Student may not study abroad during the period of employment.
- A minimum GPA of 2.5 is preferred (please let us know if this is a concern).
- You must be in good disciplinary standing.
- You will be expected to work during Orientation programming in December, exceptions due to class schedule conflicts.

**COMPENSATION**
- This position is paid hourly at the rate of $7.25/hour with a schedule of 6-8 hours per week.

**SELECTION PROCESS**
1. Initial screening of cover letter, application, and availability
2. Formal interviews will be conducted for students whose application warrants being considered for this position.

**REQUIRED DOCUMENTATION**
- Cover letter
- Résumé
- Application
- Fall class schedule

**RESPONSIBILITIES**
- Provide outstanding service to new First Year and Transfer students, family members, and JMU departments on the phone, through email, and in-person
- Represent JMU through professional and competent behavior and accurately depict life as a JMU student
- Empathize with the experience of new students and their family members and anticipate questions
- Communicate policies and procedures to students and families
- Assist with updating Orientation materials and publications as needed
- Manage multiple daily tasks during programming, take initiative and follow through on projects
- Demonstrate an unflinching attention to detail
- Use programs like Microsoft Access, Microsoft Outlook, Microsoft Excel, Microsoft Word and Student Administration to accurately enter data
• Work hard and collaborate with the Orientation professional and student staff members
• Be flexible and willing to pitch in on other projects as assigned
• Challenge yourself to exceed beyond your expectations

**Specific Position Duties**
Specific duties in addition to the items above, which can consist of any of the following:
• Work with staff member on all orientation publications, as needed
• Reviewing and responding to department emails as needed through MS Outlook Exchange
• Assist with creating flyers, brochures, labels and bulletin boards etc.
• Hotel/Motel discounts verification for orientation website
• Ensures the office, desk supply and storage areas are neat and orderly
• Assist with preparing orientation materials: copy, sort, etc. prior to beginning of orientation
• Assist with December Transfer Orientation check-in setup and breakdown
• Assists with all mailings to incoming new students
• Communicates with students unable to attend December Transfer Orientation
• Assists with orientation operations/planning
• Data entry and research in Orientation databases
• Assisting all O-team staff with all other duties as directed
• Assist with Choices (as able per academic schedule)

**Qualifications**
Successful Office Assistants will have the following skills (or be dedicated to developing them):
• Full time JMU undergraduate student through spring 2017
• Be attentive to details
• Be well organized
• Be able to work in a diverse environment
• Be able to effectively communicate in person, on the phone, and in writing
• Be an active and supportive team member
• Be dedicated to the position
• Have a desire to assist new students
• Be willing to learn new skills required to complete job responsibilities

**Ready to Apply?**
If you’re ready to apply, click [here](#)! You will be directed to the JMU joblink website where you’ll be prompted to fill out an application. If you have any questions, please contact the Orientation Office at [orientation@jmu.edu](mailto:orientation@jmu.edu).