



Office of Orientation & Student Leadership Programs Clerical Assistant Job Description

The Clerical Assistant is a valued member of the orientation staff and reports to the Director of Orientation & Student Leadership Programs. Functional supervision is received from the Office Administrator as well as other graduate and professional staff in the office. The Clerical Assistant assists with routine office tasks, reception, and preparation for orientation programs that impact students' academic and personal achievement at Rowan, and is expected to provide overall support to make each program a success. In all activities, the Clerical Assistant recognizes that service to new students and their parents and family members is a top priority.

Job Responsibilities

Job responsibilities will vary based on tasks and projects that need to be accomplished and the interests of the Clerical Assistant, but will include:

- I. Student Engagement
 - a. Provide customer service to new students, family members, and Rowan departments through telephone, electronic, and walk-in reception and referral within the Office of Orientation and Student Leadership Programs and Office of Student Enrichment and Family Connections office suite.
 - b. Communicate with new students and families concerning the orientation reservation system and the orientation program by telephone, e-mail, online chat, and/or in person.
 - c. Communicate with students who are unable to attend orientation programs.
 - d. The Clerical Assistant must maintain high personal standards in behavior, appearance, and attitude, and is also expected to demonstrate professional and appropriate relationships with students, parents, and other staff members.
 - e. The Clerical Assistant will represent University services, academics, organizations, etc., as part of the total Rowan experience in an accurate and unbiased manner.
 - f. The Clerical Assistant may not drink any alcoholic beverages or use or be under the influence of any other drugs that may diminish alertness or effectiveness while working.
- II. Programmatic Support
 - a. Prepare materials for Peer Referral and Orientation Staff selection, training, and program use.
 - b. Prepare materials for major academic year programs such as Family Weekend, January New Student Orientation, Meet the Greeks, and Formal Sorority Recruitment
 - c. Prepare materials for student and parent & family orientation programs.
- III. Administrative
 - a. Operate telephone, computer, and copier for day-to-day office tasks.
 - b. Assist with records filing and storage/inventory of office materials and supplies with attention to detail and confidentiality.
 - c. Respond to internal and external requests in a timely manner.
 - d. Keep supervisor informed of professional and program successes, challenges, and concerns through regular written reports (as necessary) and one-on-one meetings.
 - e. Perform other duties as assigned.

Student Learning Outcomes

Undergraduate students employed in this capacity are expected to gain:

- Improved verbal and written communication, time management, and listening skills.
 - Introduction to issues of staff dynamics.
 - Basic knowledge of program evaluation assessment methods.
 - Basic skills working with diverse student populations.
 - Experience working as a member of a high performing team in a dynamic environment.
 - Technical skills including basic computer use with Microsoft Office software.
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Time Commitment

Clerical Assistants must be available to work 10-20 hours per week during the fall and spring semesters in the Office of Orientation & Student Leadership Programs. Clerical Assistants may volunteer occasionally for paid evening and weekend work when available. The Clerical Assistant is required to be punctual, reliable, and conscientious in the performance of all responsibilities. Any absences must be excused in advance by the supervisor. Clerical Assistants must work to find another staff member to cover any missed shifts.

Clerical Assistants are expected to work when the Office of Orientation and Student Leadership Programs is open: Monday through Friday, 8:30am – 4:30pm.

Terms and Conditions of Appointment

I. Academic Standards

Clerical Assistants must be undergraduate students at Rowan University and be in good standing with a minimum 2.5 GPA and no outstanding sanctions and/or current judicial violations within the past year.

II. Remuneration

- a. Students will be paid hourly, with a maximum of 20 hours per week during the academic year. Clerical Assistants start at a Level 1, Step 1 on the Human Resources student pay scale. Updated rates can be found on the [Human Resources website](#).
- b. Clerical Assistants will have the opportunity to continue work in the office during the summer based on performance and availability.
- c. Clerical Assistants who return for additional years of employment will be considered for raises based on Rowan University's student worker stepped pay scale.

III. Termination

- a. Failure of a staff member to carry out responsibilities and/or terms and conditions of his/her employment including the following Rowan University standards:
 - i. Three or more repeated, unreported absences from work
 - ii. Insubordination
 - iii. Breach of confidentiality
 - iv. Theft or fraud
 - v. Threatening a supervisor
 - vi. Failure to meet the standards of Satisfactory Academic Progress
- b. Rowan University students may also be immediately terminated from all Institutional and Federal Work Study Programs for the duration of the academic year for one of these offenses.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job: Occasionally lift or transport materials weighing 40 lbs. or less. Must be able to move about the campus. Must be able to sit for long periods of time in front of a computer terminal. Will occasionally work outdoors and be exposed to weather conditions. The noise level in the work environment is usually moderate.

*DISCLAIMER: This is not an exhaustive list of all responsibilities requirements and skills.
Employees are required to perform tasks assigned by supervisors and management
reserves the right to revise the job or to require that other or different tasks be performed
when circumstances change.*

RU Classification: Clerical Assistant, Level 1, Step 1
Rowan University is an Equal Opportunity Employer