The Polytechnic School Academic Advising office serves as a knowledgeable resource and advocate for our students. We provide personalized student advising that helps students understand academic program requirements, negotiate the college environment, navigate institutional policies and procedures, and take responsibility for monitoring their own program which empowers them to meet their educational goals.

As an employee of The Polytechnic School Academic Advising team, we expect top quality and friendly customer service to our students, faculty, and staff, as well as our affiliated Ira A. Fulton Schools. Student workers in this position will be part of the team dedicated to facilitating the student's problem-solving, decision-making, and evaluation skills. There are opportunities for growth to those who take initiative and strive to succeed.

**Essential Duties**

1. Schedule student appointments through the Fulton on-line advising scheduling tool
2. Provide reception desk coverage to include answering multi-line phones, providing general and specific advising information for visitors, current students, parents, faculty, and staff
3. Provide reports for Advising staff
4. Review and resolve Salesforce cases
5. Maintain ongoing communication with fellow co-workers, advisors, and supervisor regarding student issues.

**Minimum Qualifications**

A significant amount of specialized training or experience is required.

- Current ASU undergraduate Fulton or Polytechnic campus student;
- Demonstrated knowledge of and ability to navigate ASU resources, policies, procedures, and general services;
- Able to work 10 - 20 hours per week;
- Strong customer service commitment and service-minded experience preferred;
- Ability to troubleshoot, diagnose, and resolve phone issues and requests;
- Demonstrate a high level of professionalism due to confidential and sensitive information access;
- Ability to multi-task, manage projects from start to end with attention to detail;
- Demonstrate maturity and skills in leadership, organization, communication, and listening;
- Demonstrate desire to help students succeed and work in a fast-paced dynamic environment;
- Experience using MS Office Suite, particularly Outlook calendaring;
- Experience using HRIS and case management systems (Such as Salesforce, PeopleSoft);
- Proficient in English, written and oral.
Student workers in this position provide front line office support at the reception desk in The Polytechnic School Academic Advising office. Requires sitting for prolonged periods at a computer workstation, answering multi-line phone system, referring students to specific campus or community resources, campus activities and events, and assisting advising team with orientation and graduation projects.

Ability to lift and transport up to 35+ lbs.
Use basic office equipment -- computer, copier/scanner
Heavy seasonal phone and office traffic

Arizona State University is a new model for American higher education, an unprecedented combination of academic excellence, entrepreneurial energy and broad access. This New American University is a single, unified institution comprising four differentiated campuses positively impacting the economic, social, cultural and environmental health of the communities it serves. Its research is inspired by real world application blurring the boundaries that traditionally separate academic disciplines. ASU serves more than 80,000 students in metropolitan Phoenix, Arizona, the nation’s fifth largest city. ASU champions intellectual and cultural diversity, and welcomes students from all fifty states and more than one hundred nations across the globe.

ASU is a tobacco-free university. For details visit www.asu.edu/tobaccofree

AmeriCorps, Peace Corps, and other national service alumni are encouraged to apply.

Application deadline is 3:00PM Arizona time on the date indicated.

Resumes should clearly illustrate how prior knowledge and experience meet the minimum and desired qualifications stated in this requisition.

Only electronic applications are accepted.

ASU does not pay for travel expenses associated with interviews, unless otherwise indicated.