

ASC Strategist

Job Title: Student Support Services (Strategist)

Job Location: Corvallis

Min Hourly Rate: \$10.75 (Standard); \$10.50 (Non-Urban); \$12.00 (Portland Metro)

Max Hourly Rate: \$17.00 (Standard & Portland Metro); \$16.50 (Non-Urban)

Position Summary: This recruitment will be used to fill 2-3 part-time (a maximum of 20 hours per week) Student Support Services (Strategist) position for the Academic Success Center at Oregon State University (OSU).

The Academic Success Center (ASC) creates opportunities for students to learn how to learn throughout their academic careers. Our services support students as they practice skills and habits for academic success, learn with and from their peers, and reflect on their ongoing development as scholars. Through partnerships with OSU faculty and staff, our work promotes a university culture that responds to students' needs and affirms each student's ability to achieve their goals.

ASC Strategists work to cultivate strong academic habits, promote engagement with university resources, and assist students in navigating the university landscape. They are responsible for conducting consults with students on a walk-in basis, creating a welcoming atmosphere in the ASC front office, and supporting the Academic Coaching program. ASC strategists also support ASC staff with various projects relating to student success and outreach.

Position Duties: The primary objective of the ASC Strategist is to engage students in conversation and to provide consultation during drop-in hours. This position requires successful candidates to participate in ongoing learning of campus resources, demonstrate exceptional listening skills, work collaboratively as a team, and represent the strategist program in a way that reflects the ASC's mission and values.

I. Consultations

- Learn about each visitor's unique needs
- Troubleshoot visitor concerns and challenges
- Validate each visitor's ability to succeed
- Offer referrals and action steps
- Follow up via email or phone when necessary
- Track conversations while maintaining confidentiality
- Explain the ASC's programs and services
- Attend weekly professional development meetings
- Debrief with fellow strategists and other ASC staff



II. Support of Academic Coaching

- Welcome visitors and ensure completion of intake and exit surveys
- Communicate concerns, schedule changes, and other information to academic coaches
- Collaborate with academic coaches to support students

III. Additional Duties

- Complete projects assigned by the Lead Strategist and other ASC staff
- Answer multi-line phone
- Clean and organize the ASC front space

Minimum Qualifications: Employment Eligibility Requirements (<http://fa.oregonstate.edu/student-manual/500-employment-eligibility-requirements>)

Additional Required Qualifications:

- A minimum of one term at OSU and good academic standing
- Minimum GPA of 2.5 or higher
- Effective communication skills for professional interaction with students, faculty, and staff
- Ability to manage time effectively
- Ability to work collaboratively and independently

Preferred Qualifications:

- Experience interacting with diverse groups of people
- Experience with customer service

Posting Number: P04778SE

Number of Vacancies: 2-3

Anticipated Begin Date: 04/01/2019

Closing Date: 02/24/2019

Recruitment details: Open to work study and non-work study

Additional Comments: The successful candidate(s) for the position will be required to participate in paid training. Shifts will be scheduled starting the week of April 1, 2019. Spring hours will be limited, with more hours becoming available during fall term & for the rest of the 2019-2020 academic year.

Special Instructions: When applying you will be required to attach the following electronic documents: resume and cover letter. In your cover letter, please address the listed qualifications, and describe your interest in this position. Candidates and employees provide consent for the ASC to review their academic record as evidence of meeting academic requirement. Please send all questions about the position and application process to Anika.Lautenbach@oregonstate.edu.

