

Graduate Service Assistant  
9-month

Position Title:

Graduate Service Assistant, Business Operations

Department:

NDSU Graduate School

Position Description:

The Graduate Service Assistant is a graduate student position within the NDSU Graduate School. This student will support the Business Operations Team, providing receptionist duties as the first point of contact. This student also provides office support for the administrative functions of the Graduate School.

Duties and Responsibilities:

- Interact with students, faculty, staff, and visitors who have a wide range of questions concerning the various functions of the Graduate School and other university offices in person, by email, and on the phone in a professional manner
- Direct inquiries about policies, procedures and student services to appropriate staff and other departments on campus
- Answer phone, transfer calls, check voice mailbox and transfer voicemails to the appropriate person
- Assist with placing office supply orders and tracking office supply inventory
- Open, sort, evaluate, date, and distribute mail to Graduate School staff; drop off and pick up on-campus mail
- Scan application transcripts, payroll forms, and accounting invoices and forms
- Link payroll forms and accounting invoices and forms into ImageNow\*
- Deliver accounting forms to the budget office; deliver deposits to Customer Account Services
- Maintain files for hourly student payroll sheets
- Assist with creating and/or updating documents using Excel, Word, Power Point, and ACCESS
- Assist with all Graduate School events (new student orientation, 3-Minute Thesis, local recruitment events, graduation)
- Other duties and special projects as assigned

Qualifications:

The candidate must be a degree-seeking student in a graduate program. The ideal candidate will demonstrate the following:

- working knowledge of Microsoft Excel, Outlook and Word;
- exceptional attention to detail;
- strong multitasking skills managing multiple systems and data;
- excellent oral and written communication skills;
- exceptional customer service skills
- ability to work independently and in a highly professional manner
- 1 year related work experience

Terms of Employment:

This position requires 20 hours per week for both fall and spring semesters. Work hours will be 4 hours per day, Monday – Friday with some flexibility; 9-month annual contract period (August 16 to May 15). The appointment begins on **August 16, 2019**.

Stipend:

\$12,600 for a 9-month appointment and a full base NDSU tuition waiver.

Application Materials:

- Cover letter
- Resume
- Three professional references (names, email addresses, phone numbers)

Initial review will begin on **April 15**. Applications will continue to be reviewed until the position is filled.

Submit application materials to:

Ann Fredrickson

Assistant to the Dean

NDSU Graduate School

[ann.fredrickson@ndus.edu](mailto:ann.fredrickson@ndus.edu)

701-231-7033