

Student Services Assistant-INTO Suffolk University

Suffolk University

Suffolk University, located in historic downtown Boston, with an international campus in Madrid, is a student-centered institution distinguished by excellence in education and scholarship. [Suffolk University](#) offers a wide range of undergraduate and graduate programs in more than 90 areas of study. Its mission is to empower graduates to be successful locally, regionally and globally.

Company background

INTO University Partnerships collaborates with leading universities to provide international students with a personalized and highly supportive learning environment in which to acclimate to life on a US university campus and prepare for long-term academic success. Since 2006, INTO has launched partnerships to internationalize 24 universities in the US, UK, and Asia, including Oregon State University, University of South Florida, Colorado State University, Marshall University, George Mason University, Drew University, Saint Louis University, The University of Alabama at Birmingham, Washington State University and Suffolk University.

Reporting line

This position reports directly to the Office Coordinator or Student Services Coordinator at INTO Suffolk University.

Job overview

The Student Services Assistant position is based at the INTO Suffolk Welcome desk and will provide high level administrative and customer service support to INTO Suffolk students, faculty, staff, and guests. This position will support other areas of student services by staffing trips and activities, assisting with orientation and working on initiatives that support student success and well-being. This is a part-time permanent position.

- Greet, inform, and provide referral services for students and visitors to the INTO Suffolk Center
- Make appointments and manage walk-ins for key departments that serve students
- Manage student outgoing mail, multiple email accounts, interdepartmental correspondence, and student forms
- Other office duties including answering phones, filing, copying preparing documents, and other tasks and projects as requested
- Support the Student Services Coordinator in the execution of programs that promote the social, personal, and academic well-being of INTO Suffolk students by assisting in planning, promoting, and facilitating on and off-campus trips and activities
- Support new student orientation by preparing materials, staffing events and liaising with orientation volunteers.
- Assist with new student arrivals and housing check-in by greeting students at Boston Logan Airport and helping them check-in to their residence halls on campus.
- Assist other INTO Suffolk staff as requested
- Other duties as assigned



Location

This position is based at Suffolk University in Boston, MA.

Qualifications and Experience

Required Qualifications

- The ability to help others from diverse cultures who have various levels of English proficiency
- Proficient with word processing, spreadsheets, and other common office software, and the aptitude to quickly learn new computer programs and systems
- Passion for working with and helping international students
- The ability to work in a fast-paced environment
- Willingness to work on nights and weekends
- Demonstrated ability working as a productive member of a team
- Exceptional customer service skills
- Demonstrable commitment to promoting and enhancing diversity
- Applicants must pass a background check, and have the ability to be legally employed in the US

Preferred Qualifications

- Experience with foreign languages and culture
- Demonstrated effectiveness in student programming/activities, particularly in a higher education context
- Proficient in another language

Hours

This is a permanent part-time position on a 10-month basis from August to Mid-June. 15 hours per week with the potential for additional hours and year round contract.

Hours will vary and candidates will be expected to be available to work nights, weekends, and academic school breaks (i.e. orientation week).

Salary

Hourly rate of \$11.50.

How to apply

To be considered for this position, please click the following link to submit your cover letter and resume to the following link:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=784f8d56-cd0b-4d3e-a1ac-d483f8f0a37e&jobId=48306&lang=en_US&source=CC3&cclid=19000101_000001

For full consideration please apply by December 10th, 2018 posting closes December 14, 2018.

INTO University Partnerships provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. INTO University Partnerships complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities.