



## Communication Services Student Worker

North American University Admissions Department will employ a student to assist with various tasks.

**Job Title:** Communication Services Student Assistant

**Rate of Pay:** \$10.00 per hour

**Hours/week:** Up to 10 hours/week

**Employment Period:** Summer / Fall / Spring

### Duties and Responsibilities:

- Manages large amounts of inbound and outbound calls in a timely manner
- Takes people's calls and provides accurate, satisfactory answers to their queries and concerns
- Advises students and families about educational opportunities, admission, transfer of credit, scholarships, and university policies including enrollment requirements for admitted undergraduate and graduate students.
- Follows communication "scripts" when handling different topics.
- Utilizes the Jenzabar system in tracking and updating student communication.
- Identifies people's needs, clarifies information, researches every issue, and provides solutions and/or alternatives

### Minimum Job Requirements:

- Must be a current NAU student in good standing with the University
- Must be able to work during fall, spring, and summer semesters
- Must have and maintain a minimum of 3.0 cumulative NAU GPA
- Must meet the student employee eligibility requirements located [here](#).

### Knowledge and Skills Required:

- Must be trustworthy, responsible, dependable, punctual, and professional
- Active listening skills. Ability to follow instructions
- Strong verbal and written communication skills
- Professional telephone etiquette
- High-level organizational skill and ability to prioritize multi-task
- Experience working with diverse populations
- Follow FERPA guidelines and maintain complete confidentiality in all student and office matters
- Experience with Microsoft Office, including Outlook, Word, and Excel

**To apply** Email your resume to [admissions@na.edu](mailto:admissions@na.edu). Please include your availability to work during the semester (M-F) in your email.

*North American University is an Equal Opportunity/Affirmative Action employer. NAU is committed to the principle of equal opportunity in education and employment, and it is the policy of the University to recruit qualified individuals of diverse backgrounds to its faculty, staff, and student body. NAU does not discriminate against individuals on the basis of race, color, religion, sexual orientation, gender identity, national or ethnic origin, age, disability, or veteran status in its admission policies, educational programs, or employment of faculty and staff.*