



Position: Student Affairs Assistant

Department: Student Success Office

Employment type: Part-time, 20 hours or less

Overview: As a member of the Student Success Office team in the Student Affairs division at PVCC, the Student Affairs Assistant plays a crucial role in providing excellent customer service to students, faculty, staff, and visitors. This role leads to valuable experience in administrative support, customer service, and student success strategies.

Work Schedule:

Job Duties and Required Competencies:

Career & Self-Development:

- **Skills:** Awareness of personal growth and career progression, and proactive professional development.
- **Tasks:**
 - Assist the Student Success advisor with identifying and supporting students at risk of not completing their academic goals.
 - Help track academic progress at multiple points during the semester.

Communication:

- **Skills:** Ability to communicate clearly and respectfully, accommodating diverse communication styles and cultural differences.
- **Tasks:**
 - Communicate PVCC resources via phone or email.
 - Ensure clear and organized communication to facilitate understanding.
 - Ask relevant questions to gather specific information from supervisors and specialists.

Critical Thinking:

- **Skills:** Analytical thinking to anticipate needs and prioritize actions based on situational context.
- **Tasks:**
 - Proactively anticipate needs and prioritize action steps.
 - Gather and analyze information from various sources to understand problems.
 - Communicate actions and rationale effectively, considering diverse perspectives.

Equity and Inclusion:

- **Skills:** Commitment to inclusive practices and advocacy for historically marginalized communities.
- **Tasks:**
 - Maintain an open mind to diverse ideas and new ways of thinking.
 - Contribute to practices that promote equity and influence systemic change.
 - Advocate for justice, inclusion, and empowerment for marginalized communities.

Leadership:

- **Skills:** Ability to inspire and motivate others through innovative thinking and trust-building.
- **Tasks:**
 - Use innovative methods to achieve organizational goals.
 - Motivate and inspire team members, fostering mutual trust and a shared vision.

Professionalism:

- **Skills:** Dependability and commitment to high standards of performance.
- **Tasks:**
 - Help students make appointments using the Navigate app in myPVCC account.
 - Demonstrate consistent attendance and meet or exceed goals and expectations.
 - Show dedication to quality job performance.

Teamwork:

- **Skills:** Collaborative approach and ability to build strong working relationships.
- **Tasks:**

- Employ personal strengths to complement team efforts.
- Build positive relationships with supervisors and coworkers.
- Collaborate effectively to achieve shared goals.

Technology:

- **Skills:** Proficiency in using technology to enhance productivity and efficiency.
- **Tasks:**
 - Assist with data management and identify suitable technology for tasks.
 - Adapt to new technologies and changes as required.

Additional Responsibilities:

- Provide administrative support for office operations and assist with any additional tasks as assigned by the supervisor.

Required Qualifications:

- Strong organizational and communication skills.
- Proficiency in data management and office software.
- Previous experience in a customer service or administrative role is preferred.

Additional Considerations:

- Ability to adapt to a dynamic work environment and handle multiple tasks effectively.
- Commitment to upholding the values and mission of the Student Success Office.

By fulfilling these responsibilities, you will support the Student Success Office in delivering excellent service to the PVCC community, contribute to the effective management of student affairs, and gain valuable experience in administrative support and student success strategies.

For more information, please contact the Federal Work Study (FWS) Program Coordinator at federalworkstudy@pvcc.edu