

Graduate Assistant – TRiO Student Support Services
20-Hour per Week Graduate Assistantship
Position Classification: GAA
2019-20 ACADEMIC YEAR

General Description

The Graduate Administrative Assistant (GAA) works under limited supervision of the Academic Coach of TRiO Student Support Services to provide mentorship to students enrolled in the Peer Coaching program. The GAA will help students successfully transition to college by encouraging, improving academic and study skills, directing to campus resources, and supporting social integration. The GAA will also work in our computer lab and assist as needed.

Duties and Responsibilities

- Assist students in developing study skills.
- Assist students with social integration into the campus community.
- Encourage students to complete tasks.
- Assist students with academic preparation.
- Demonstrate and assist with time management techniques.
- Direct students towards appropriate academic and other resources.
- Apprise students about potential issues they may confront.
- Communicate with peer mentee students on at least a bi-monthly basis for each semester.
- Check-in and check-out equipment to participants.
- Enter computer lab contacts into Blumen.
- Have a working knowledge of Microsoft Office, D2L, OneStop, APA, MLA, and Chicago Style to assist students.
- Answer phones.
- Deliver and check mail.
- Assist in filing information in the main office.
- Assist in calling students and making appointments.
- Perform other duties as assigned.

Essential Functions

- Communicate effectively with students and TRiO SSS staff in person and over the phone.
- Maintain accurate records and timely submit bi-monthly student reports.
- Make decisions independently and/or seek assistance from Peer Coaches and TRiO SSS staff.
- Good time management and organizational skills.
- Ability to maintain confidentiality.
- Report escalated unresolved/difficult issues to TRiO SSS staff.
- Be flexible and quickly welcome newly assigned mentees throughout the academic year.
- Ability to effectively utilize computer technology.
- Be available for one week in August for Summer Technology Bridge.
- Be available for at least one Saturday for TRiO SSS' Peer Coaching Training Session.

Qualifications

- Must be fully admitted into a graduate program and enrolled as a full-time graduate student.
- Cumulative undergraduate or graduate GPA of 3.0 or above.
- Previous tutoring and/or mentor experience helpful.
- One academic year commitment preferred (2 consecutive semesters)

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