



VULCAN MATERIALS
ACADEMIC SUCCESS CENTER

The University of Alabama at Birmingham

VMASC FRONT DESK STUDENT ASSISTANT POSITION

Responsibilities:

- Be friendly to students, faculty, staff, and visitors entering the VMASC
- Handle confidential information with discretion
- Follow all FERPA guidelines and participate in FERPA training
- Answer the phone and make phone calls on behalf of department
- Answer basic questions and/or refer visitors or callers to the appropriate department
- Transfer to VMASC staff if necessary
- Record and deliver messages for VMASC staff
- Assist students, faculty, staff, and visitors in scheduling appointments
- Sign students, faculty, staff, and visitors in at time of scheduled appointments and notify staff member of arrival
- Supervise student study hours
- Check-in students participating in study hours
- Compile, copy, sort, and shred materials
- Assist with special projects and other duties as assigned by the VMASC staff
- Assist in monitoring and restocking-needs of office supplies
- Assist in receiving and distributing mail to the VMASC staff

Qualifications:

- Must be eligible for Federal Work Study Program
- Be a full-time enrolled undergraduate student
- Excellent verbal communication skills and ability to clearly explain basic processes and procedures of all aspects of VMASC services and programs
- Ability to handle a variety of responsibilities and switch gears on short notice
- Have a helpful, friendly, calming, and positive disposition
- Basic computer skills
- One semester's experience as a UAB student

Expectations:

- Maintain confidentiality with regards to student, faculty, or staff records and other information
- Arrive to work on time and stay through the shift as determined
- Be available to work 20-35 hours per week, over the course of at least 4-5 days; including lunch shifts
- In the event of absence, due to illness or other acceptable reasons (or a pre-approved reason), call, email, or message the Office Services Specialist prior to the start of the work shift
- Complete timesheets and other requisite documentation in a timely manner per the policies of the VMASC and the University
- Nice, casual yet professional dress and appearance