Job Title: Grad Hourly  
Department: Parent and Family Programs Office  
Reports To: Program Manager

POSITION SUMMARY

This position in the Parent and Family Programs Office provides assistance to the Program Manager as they serve as the liaison between the University of Illinois and the parents and families of its enrolled students. Student assistants will provide clerical support and must be comfortable with computer work. They may be called upon to assist, as needed, with special programs, such as parent weekends, admitted student days, and summer orientations for students and families.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

1. Assist the full time staff as requested.
2. Responsible for basic data entry.
3. Answering office phone
4. Represent the Parent and Family Programs Office at special events such as Admitted Students Days, Summer Registration, International Parent and Family Orientation, Moms Weekend, and Dads Weekend.
5. Assist with communication and social media presence.
6. Other duties as assigned.

ORGANIZATIONAL AND WORKING RELATIONSHIPS

• This position reports directly to the Program Manager  
• This position regularly interacts with parents and families, student groups, University of Illinois staff members and faculty, as well as the general community

EDUCATION AND EXPERIENCE

• Must be enrolled for at least 6 credit hours during Fall and Spring semesters, and at least 3 hours during the Summer semester. If not currently enrolled in Summer semester, student must have been enrolled for at least 6 credit hours in previous Spring semester or be enrolled for at least 6 credit hours in upcoming Fall semester. (HR approval required for less than part-time status)

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

• Must have strong customer service skills, and be courteous and patient  
• Must work in an accurate manner with a focus on detail  
• Must be articulate and confident  
• Must have good verbal and written communication skills  
• Must have experience working with utilizing programs such as word, excel, publisher, power point, and database entry

LEARNING OUTCOMES

• Ability to provide good customer service to a diverse customer base  
• Develop good research and problem solving skills
• Have a good understanding of how to effectively plan a facilitate presentations, resource fair tables, and large scales programs.

WORKING CONDITIONS

• Works primarily in an office environment.
• May be called upon to assist at other locations on campus, but will have advance information.

PHYSICAL REQUIREMENTS

• Must be able to work effectively in an office environment.
• Must be able to lift, carry, and move boxes and cartons weighing up to 20 lbs. in a safe and productive manner.

Reviewed by Incumbent

Reviewed by Supervisor

Authorized by

Date

Date

Date