

Student Assistant Job Code Specifications

LEVEL I – Student entry level (9190)

\$12.00/hour to \$13.00/hour

Job Summary:

The (Department Name) is currently seeking a (working title) to join their team of professionals. This is a non-customer facing position. Duties to include:

- Basic data entry
- Filing papers
- Making copies

Minimum Qualifications:

- Customer service knowledge
- None to basic level of Microsoft Word.
- Ability to take direction and work independently as needed.
- Ability to maintain confidentiality when dealing with highly sensitive information.

Training and Professional Development Requirements:

- Complete FIU Cyber Security Awareness training within first 30 days.
- Complete FIU Service Excellence training within first 30 days.
- Complete Microsoft Word & Outlook trainings.
- Acquire basic PantherSoft training.

LEVEL II– Student novice (9194)

\$13.00/hour to \$14.00/hour

Job Summary:

The (Department Name) is currently seeking a (working title) to join their team of professionals.

Duties to include:

- Front desk coverage
- Answering phones
- Data entry
- Supporting office staff
- PantherSoft transactions.

Minimum Qualifications:

- Customer service knowledge
- Ability to work in a team setting.
- Basic level of Microsoft Word.
- None to basic Microsoft Excel.
- Ability to take direction and work independently as needed.
- Ability to maintain confidentiality when dealing with highly sensitive information.

Training and Professional Development Requirements:

- Complete FIU Cyber Security Awareness training within first 30 days.
- Complete FIU Service Excellence training within first 30 days.
- Complete Microsoft Excel training.

LEVEL III – Student intermediate (9195)

\$14.00/hour to \$15.00/hour

Job Summary:

The (Department Name) is currently seeking a (working title) to join their team of professionals.

Duties to include:

- At least 2 semesters of FIU work experience or related experience outside the University.
- Support projects appropriate to the department functions.
- Assist with planning, development, and implementing department projects.
- Assist with presentations and workshops at the instructions of the Program Manager.
- Assist with monthly reports for the department projects.
- Work with relevant specialized software programs.

Minimum Qualifications:

- Ability to work in a team setting.
- Intermediate level of Microsoft Word and Excel.
- Knowledge of PC operations and specialized software.
- Ability to take direction and work independently as needed.
- Ability to maintain confidentiality when dealing with highly sensitive information.

Training and Professional Development Requirements:

- Complete FIU Cyber Security Awareness training within first 30 days.
- Complete PowerPoint training.
- Complete FIU Service Excellence training within first 30 days.

LEVEL IV– Student intern/advanced (9196)

\$15.00/hour to \$20.00/hour

Job Summary:

The (Department Name) is currently seeking a (working title) to join their team of professionals.

Duties to include:

- Assist in the coordination of departmental functions.
- Maintain departmental program systems and reports.
- Assist with troubleshooting system issues.
- Assist with developing and implementing program projects.
- Assist with program policies.

Minimum Qualifications:

- At least 3 semesters of FIU work experience or related experience outside the University with satisfactory or higher from prior student appointment.
- Requires a letter of recommendation from one prior supervisor.
- Requires prior completion of FIU Service Excellence training or completion within first 30 days.
- Ability to work in a team setting.
- Advanced proficiency of Microsoft Office Suites.
- Ability to take direction and work independently as needed.
- Ability to maintain confidentiality when dealing with highly sensitive information.
- Knowledge of PC operations and specialized software programs, such as PantherSoft and Salesforce.
- Ability to communicate clearly and concisely, verbally, and in writing.
- Possess a high sense of responsibility and customer service skills.
- Ability to solve problems independently.
- Organizational and time-management skills.

Training and Professional Development Requirements:

- Complete FIU Cyber Security Awareness training within first 30 days.
- Complete FIU Service Excellence training within first 30 days.

LEVEL V – Student apprentice/expert (9197)

\$20.00/hour to \$25.00/hour

Job Summary:

The (Department Name) is currently seeking a (working title) to join their team of professionals.

Duties to include:

- Assist in the coordination of departmental functions.
- Maintain departmental program systems and reports.
- Assist with troubleshooting system issues.
- Assist with developing and implementing program projects.
- Assist with program policies.

Minimum Qualifications:

- At least 3 semesters of FIU work experience or related experience outside the University with satisfactory or higher from prior student appointment.
- Requires a letter of recommendation from one prior supervisor.
- Ability to work in a team setting.
- Advanced proficiency of Microsoft Office Suites.
- Ability to take direction and work independently as needed.
- Ability to maintain confidentiality when dealing with highly sensitive information.
- Knowledge of PC operations and specialized software programs, such as PantherSoft and Salesforce.
- Ability to communicate clearly and concisely, verbally, and in writing.
- Possess a high sense of responsibility and customer service skills.
- Ability to solve problems independently.
- Organizational and time-management skills.

Training and Professional Development Requirements:

- Complete FIU Cyber Security Awareness training within first 30 days.
- Complete FIU Service Excellence training within first 30 days.

***Any position paying more than \$25 an hour requires Compensation's approval**

LEVEL VI – Student lead (9198)

\$13.00/hour to \$25.00/hour

Job Summary:

The (Department Name) is currently seeking a (working title) to join their team of professionals.

Duties to include:

- The Student Lead position provides the student employee with technical and managerial skills along with on-the-job experience that will benefit them when they finish college and continue in their chosen career.
- Responsible for training and direction of student assistants in the absence of a professional staff member or team leader.
- Communicates areas of concern about personnel, scheduling, equipment maintenance, and product needs to the professional management staff.
- Maintain departmental program systems and reports.
- Assist with troubleshooting system issues.
- Assist with developing and implementing program projects.
- Assist with program policies.

Minimum Qualifications:

- At least 3 semesters of FIU work experience or related experience outside the University with satisfactory or higher from prior student appointment.
- Requires a letter of recommendation from one prior supervisor.
- Requires prior completion of FIU Service Excellence training or completion within first 30 days.
- Ability to work in a team setting.
- Advanced proficiency of Microsoft Office Suites.
- Ability to take direction and work independently as needed.
- Ability to maintain confidentiality when dealing with highly sensitive information.
- Knowledge of PC operations and specialized software programs, such as PantherSoft and Salesforce.
- Ability to communicate clearly and concisely, verbally, and in writing.
- Possess a high sense of responsibility and customer service skills.
- Ability to solve problems independently.
- Organizational and time-management skills.

Training and Professional Development Requirements:

- Complete FIU Cyber Security Awareness training within first 30 days.
- Complete FIU Service Excellence training within first 30 days.

***Any position paying more than \$25 an hour requires Compensation's approval**

Student learning/course assistant (9193)

\$700.00 to \$5000.00 total gross per semester (paid in biweekly increments)

Job Summary:

The (Department Name) is currently seeking a (working title) to join their team of professionals. Learning/Course Assistants are assigned to labs or classes to work with students alongside the primary instructor. Duties to include:

- Provide Problem Review Sessions for students on course material.
- Provide tutoring in subject course work.
- Assist instructors in proctoring exams.
- Assist instructors in grading quizzes and tests.
- Assist instructors by providing additional office hours to help students with any questions or problems.
- Assist instructors in facilitating the learning of the difficult course material to students.
- Must meet weekly with the instructor to plan and prepare course content and instructional design. Expected to use student-centered teaching techniques and so must learn what those are and how they can be used most effectively in their particular discipline.
- Must prepare on their own outside of instructor meeting time.
- Must participate in peer and self-assessment by observing and providing informal feedback to their peers. This is intended to have students recognize the importance of reflective practice. The self-assessment occurs with reflective writings and interviews with faculty and graduate students.

Minimum Qualifications:

- Requires prior completion of FIU Service Excellence training or completion within first 30 days.
- Knowledge of classroom subject.
- Customer service knowledge
- Basic level of Microsoft Office Suites.
- Ability to work independently as needed
- Ability to provide direction to students.
- Ability to maintain confidentiality when dealing with highly sensitive information.

Training and Professional Development Requirements:

- Complete FIU Cyber Security Awareness training within first 30 days.
- Complete FIU Service Excellence training within first 30 days.