Student Assistant Job Code Specifications

LEVEL I – Student entry level (9190)

$15.00/hour to $16.00/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.

9190 – Student entry level: A student employee whose experience is entry level. The student will have basic knowledge, but no exposure or understanding of its basic concepts. This position may sometimes be non-customer facing.

Example working titles: Tutor, Student Office Assistant, Student Resident Assistant, Student Desk Assistant, Student Computer Lab Assistant, etc.

LEVEL II – Student intermediate (9195)

$16.00/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:

- 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.

9195 – Student intermediate: A student employee whose experience is intermediate. The student can use practical application based on experience but may not understand its advanced concepts.

Example working titles: Student Computer Support Tech, Student Recruitment Assistant, Student Events Assistant, Student Peer Facilitator, Student Peer Tutor, etc.

LEVEL III– Student intern/advanced (9196)

$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.
- 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.

9196 – Student intern/advanced: A student employee whose experience is advanced. The student can use applied theory learned in class and other work experiences. The student's position will assist in meeting academic requirements or experiences, with no expectation of a full-time position once they graduate.

Example working titles: Undergraduate Student Assistant, Student Social Media Intern, etc.

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LEVEL V – Student lead (9198)

$16.00/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**

9198 – Student lead: A student employee who is responsible for training and direction of other student employees. The 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.

Example working titles: Student Program Associate, Graduate Student Program Coordinator, etc.

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.

9193 – Student learning/course assistant: A student employee who will be assisting in a classroom course. This job code is only for a biweekly rate type.

Example working titles: Learning Assistant, Course Assistant, Classroom Lab Assistant, & Classroom Tutor.