

**Wright State University**  
**CLASSIFIED JOB SPECIFICATION**  
**Student Services Assistant**

**I. JOB INFORMATION**

**Job Title:** Student Services Assistant (CS 02)

**Job Class:** 61111                      **FLSA Status:** Non-Exempt

**II. JOB SUMMARY**

Under general supervision provides customer service by giving and receiving information, materials, and resources to prospective and current students, parents, staff, faculty, visitors, and guests

**III. PRIMARY DUTIES AND RESPONSIBILITIES**

- Serves as the liaison in greeting the general public. Answers main switchboard lines, screens and directs calls to appropriate personnel.
- Schedules appointments, prepares information packets, and assists in administering placement tests and directing the work of student employees.
- Performs a wide variety of routine clerical and general office duties (e.g. types, data entry, mail distribution, and file maintenance and receptionist duties). Assists with bulk mailings and processes incoming and outgoing mail.
- Performs routine secretarial service (e.g. develops correspondence, tracks information, travel arrangements, room/space arrangements, equipment needs, answers phone, collects, faxes, and responds to emails) for one or more persons.
- Orders supplies, textbooks, equipment, and materials within prescribed procedures and guidelines.
- Assists in monitoring department budgets, handles checking and savings accounts, maintains records of financial contributions and pays bills, transfers and deposits funds.

*Note: This is not an inclusive list of duties and responsibilities.*

**IV. MINIMUM EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, AND ABILITIES**

A high-school diploma or GED and one year related work experience OR, two years of post-secondary education in a related field and six months of related work experience. Excellent verbal/communication skills. Ability to calculate basic math. Working knowledge and skills to utilize current office equipment and a variety of complex software packages. Ability to calculate basic math. Excellent customer service skills.

**V. WORKING CONDITIONS**

Typical office environment.

**VI. WSU TESTING/EXAMINATIONS REQUIRED**

Business Vocabulary, Business Grammar, Business Spelling. Word-Standard. Spreadsheet-Standard (optional). Keyboarding (optional).

**VII. CERTIFICATIONS OR LICENSURE(S) REQUIRED\***

None

**VIII. JOB SERIES**

61100

*This specification is intended to illustrate the level of complexity and kinds of job duties that may be assigned to positions with this classification title, and should not be interpreted to describe all the duties that may be included in a job description.*