

Work Study Job Description
University of Montana Western
710 S Atlantic St. Dillon MT 59725

Department: Advising Center

Department Head: Johnny Maclean

Classification/Name of Position: Office Clerk

Student's Supervisor: Suzanne Forrester

Office/Location: Main Hall 214

Email Address: suzanne.forrester@umwestern.edu

Phone #: 406-683-7049

Qualifications for the position & the specific qualifications for the various levels/rates of pay associated with the position:

- Professional manner in person and on phone
- Attention to detail
- Excellent filing skills (alphabetizing of filing system)
- Basic computer skills (MS Office, Banner, DAWGS, Outlook Email & Calendar use preferred)

Purpose/Role of the position:

The Academic Advising Center provides students with a central point of contact for assistance in reaching their academic goals by connecting them with their faculty advisor and giving them information needed to make informed decisions regarding their academic success. You will be assisting the academic advisors by helping students by phone and in person by answering general questions.

Duties/Responsibilities of the position & how they relate to the purpose/goal:

- Be knowledgeable of all forms
- Answer general questions
- Direct students to appropriate advisor for consolation; may include obtaining information through Banner
- Answer phone calls, make appointments, maintain calendar
- Prepare files for Advisor appointments
- Maintain documentation for student files. This may include preparing new files, copying evaluations, and any general correspondence with students. We are moving to paperless, so it will be a lot of scanning and labeling.
- Keep office information updated
- Make all forms available for general student use - this will include copying and stocking forms
- Process mail daily
- Maintain confidentiality
- Keep front office neat and orderly
- Perform other tasks as assigned

Advising Center Policy/Procedure

- Must sign a confidentiality form
- Must understand and follow FERPA
- Must follow UMW Employment policy