

VIKING UNION/DEAN OF STUDENTS ADMINISTRATIVE UNIT
Office Assistant (VU Administration)
Program Support Staff 3

Viking Union Mission:

The Viking Union welcomes and engages students, faculty, staff, and guests in building a diverse community. We continually strive to enhance the Western Experience through supporting student leadership, campus involvement and creative expression, and by providing services and events in our venues.

The Viking Union...

Bringing Together the Campus Community at Western Washington University

RESPONSIBILITIES:

- Maintain, update, and use Excel and Access databases to enter data and search for information
- Work with Microsoft Office programs to prepare letters, labels, and reports.
- Distribute various materials as requested including hand deliveries to other departments.
- Handle confidential files and documents.
- Use and stock photocopier, printers, and fax machine. Ability to assist others in using this equipment as well.
- Make appointments and check schedules using Outlook.
- Provide back-up front desk support to answer questions and provide assistance to students, staff, and the community.
- Use a variety of resources to respond to inquiries regarding programs, clubs and events.
- Other duties as assigned.

REQUIRED QUALIFICATIONS:

- Dependable, attentive to detail, accountable, and thorough.
- Able to work in an environment that requires confidentiality.
- Excellent problem solving skills.
- Able to work as part of a team *and* independently.
- Excellent customer service skills.
- Ability to work with diverse groups of people.
- Respect cultural pluralism and diversity.
- Maintain at least a 2.0 cumulative GPA and a minimum of 6 credit hours per quarter.

PREFERRED QUALIFICATIONS:

- Experience in customer service in a busy environment.
- Some knowledge of campus resources (Viking Union and Associated Students preferred).
- Experience with Word, Excel, and Outlook.
- At least three quarters remaining at WWU.

EDUCATIONAL BENEFITS OF EMPLOYMENT:

- Develop and expand confidence and work experience in an office setting.
- Gain leadership experience.
- Learn to work independently and as part of a team.
- Learn to work with all levels of staff in a professional manner.
- Increase knowledge of campus resources.
- Strengthen problem solving skills, communication skills, and attention to detail.
- Develop and expand knowledge of all MS Office programs.
- Learn to work in an environment that requires confidentiality.
- Learn to work successfully in a flexible environment.

REPORTS TO: Office Support Supervisor/Administrative Assistant to the Dean of Students.

WORK TIME: Average 10-15 hours per week during school year and up to 20 hours per week during summer.

SALARY LEVEL: Level 3 - \$9.60 per hour.