**DEFINITION:**

Under the direct supervision of the Supervisor, a student usually performs all or part of the following duties:

(a) Performs administrative and clerical duties, including answering phone calls, organizing files, and relaying information.

(b) Supports office operations, manages information, and facilitates internal processes.

(c) Distributes material throughout the campus.

(d) Assists telecom operators with general functions.

**BASIC QUALIFICATIONS:**

Completed two semesters (1 year) of university coursework or one year of related work experience.

**LEARNING OUTCOMES**:

- Seek and embrace development opportunities.
- Understand the importance of and demonstrate verbal, written, and non-verbal/body language abilities.
- Employ active listening, persuasion, and influencing skills.
- Promptly inform relevant others when needing guidance with assigned tasks.
- Multi-task well in a fast-paced environment.
- Keep an open mind to diverse ideas and new ways of thinking.
- Demonstrate flexibility by adapting to diverse environments.
- Consistently meet or exceed goals or expectations.
- Prioritize and complete tasks to accomplish organizational and personal goals.

*Learning outcome descriptions from the National Association of Colleges and Employers (NACE).*