DEFINITION:

Under the direction of a staff or faculty employee, a student usually performs all or part of the following duties:

**OPERATIONS/ADMINISTRATION**

(a) Supports and carries out the policies and goals of the Department and the University of Illinois, effectively interpreting and communicating these policies to student employees and motivating them to adhere to these principles.

(b) Determines and advises the Director on conditions of student employment that promote strong morale, high retention rates, and quality performance.

(c) Receives and examines grievances, then suggests a course of action after an assessing the facts and consulting the Director.

(d) Takes charge of recruiting, placing training, and evaluating student Staff, while also maintaining student personnel records.

(e) Serves on the Director's staff, participating in meetings, offering insights, and assisting with special assignments as required.

**PROJECTS**

(a) Supports and carries out the policies and goals of the the Department and the University of Illinois.

(b) Participates with the Director and administrative or technical staff in developing project plans, specifications and job timetables.

(c) Coordinates projects to ensure compliance with plans, efficiency and minimal disruption of day to day operations.

(d) Monitors technical activities to authorize payment of accurate bills.

(e) Maintains records and produces regular reports of activities and on projects.
(f) Demonstrates professionalism consistently through appearance, posture, and conversation.

(f) Serves on the Director's staff attending staff meetings, providing input, and working on special assignments as deemed necessary.

(g) Performs additional customary and discretionary duties as assigned.

(g) Shows professional conduct at all times in appearance, posture, and conversation.

(h) Perform other customary discretionary duties as required or assigned.

BASIC QUALIFICATIONS:

Completed six (6) semesters of University course work and at least two (2) years’ work experience in a capacity requiring discretion and independent judgment in a related field. Must be a graduate student.

QUALIFICATIONS FOR STARTING AT STEP B:

Basic qualifications plus an additional year of coursework or comparable experience or course work.

LEARNING OUTCOMES*:

- Establish, maintain, and/or leverage relationships with people who can help one professionally.
- Understand the importance of and demonstrate verbal, written, and non-verbal/body language, abilities.
- Communicate in a clear and organized manner so that others can effectively understand.
- Frame communication with respect to diversity of learning styles, varied individual communication abilities, and cultural differences.
- Promptly inform relevant others when needing guidance with assigned tasks.
- Proactively anticipate needs and prioritize action steps.
- Accurately summarize and interpret data with an awareness of personal biases that may impact outcomes.
- Effectively communicate actions and rationale, recognizing the diverse perspectives and lived experiences of stakeholders.
- Multi-task well in a fast-paced environment.
- Solicit and use feedback from multiple cultural perspectives to make inclusive and equity-minded decisions.
- Keep an open mind to diverse ideas and new ways of thinking.
- Plan, manage, complete, and evaluate projects.
- Demonstrate dependability.
- Prioritize and complete tasks to accomplish organizational goals.
- Consistently meet or exceed goals and expectations.
- Show a high level of dedication toward doing a good job.
- Collaborate with others to achieve common goals.
- Navigate change and be open to learning new technologies.

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