



Assistant Program Manager: Front Desk Assistant

The Office of Student Transitions (OST) is hiring for the Assistant Program Manager: Front Desk Assistant position. Reporting to the Administrative Assistant, the Front Desk Assistant will provide support with administrative duties, primarily with answering phone calls and emails, seeking answers for incoming students and families, and completing daily office tasks.

Programs included in the Office of Student Transitions are Orientation, Fall Welcome, First-Year Experience seminar, Peer2Peer eMentoring, and Transfer Student Services. As assistance is needed during peak programming times, the Front Desk Assistant will be primarily involved with Orientation and Fall Welcome.

The Front Desk Assistant must be available 20-25 hours/week, July – September 10. The position will continue during the fall/spring semesters with approximately 20 hours/week. The fall/spring semesters will focus on working with the Peer2Peer eMentoring program.

REQUIREMENTS:

- Must be an undergraduate or graduate student in good standing with WMU (do not have to be enrolled for summer classes but can take classes if you wish). Must be enrolled for fall 2024 and spring 2025 semesters.
- Able to work 20-25 hours/week, during the summer (Hours are between 8am-5pm, Mon-Fri)
- Excellent customer service skills, including ability to troubleshoot and seek answers for students/parents
- Knowledge of, or willingness to learn, Salesforce database
- Willingness to answer phone calls and emails, providing responses in a timely manner
- Attend OST staff meetings as needed
- Assist with administrative duties such as creating spreadsheets, logging communication, printing materials, and making copies
- Assist full-time program managers for Orientation, Fall Welcome, FYE, and Peer2Peer as needed
- Other duties as assigned by supervisor

TIMELINE:

- Applications due: Thursday, June 27, 5 p.m. (see note below; must email materials)
- Interviews: July 1-5
- Position offered by July 8
- Training: immediately upon hire (paid at hourly wage)
- Begin shifts: ASAP after July 8

COMPENSATION:

- \$13.00 per hour

APPLICATION:

Email resume and cover letter discussing your relevant experiences and skills for this position, and two references to:

Lynnae Stankus, Administrative Assistant Senior
Office of Student Transitions
Email: lynnae.stankus@wmich.edu
Phone: (269) 387-2187

Deadline to apply: Thursday, June 27, 5 p.m. Interviews will take place the week of July 1.

**Note: Applications submitted in the Handshake job portal will not be reviewed.
Materials **MUST** be emailed to Lynnae Stankus directly.
Interviews will be scheduled via email; check your email frequently.**