



## SMART PROGRAM UNDERGRADUATE ADMISSIONS OFFICE Graduate Assistantship Position Description

### URL for more information:

<http://admissions.psu.edu/>

### Contact person for more information:

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### Purpose

The purpose of this position is to support the SMART (Student Minority Advisory Recruitment Team) program, a student volunteer program of 80 members in the Undergraduate Admissions Office. The Graduate Assistant works with these volunteers in order to accomplish the office's recruitment goals, but also to ensure that each volunteer's potential is met through leadership development, appreciation of diversity, and development of communication skills. This position works directly with the Admission Officer/Student Volunteer Coordinator to design and implement programs to increase student involvement and to enhance students' collegiate experience by supporting the initiatives of the Undergraduate Admissions Office.

### Responsibilities

This position reports directly to the Student Volunteer Coordinator and is approximately 20 hours a week, which includes evenings and weekend hours. This position will oversee the development of the SMART program in the Undergraduate Admissions Office.

- Advise SMART program
  - Oversee rewards and reprimand system for Admissions student volunteers, including keeping attendance and maintain drops and misses.
  - Maintain student volunteer office and materials.
  - Plan meetings for Admissions tour guides in consultation with the Admissions Visitation Coordinator and Admissions Student Volunteer Coordinator.
  - Assist with the coordination of a visitation program that accommodates over 30,000 visitors annually.
  - Train Admissions tour guides according to the standards set by the Admissions Office.
  - Attend weekly and bimonthly SMART meetings.
  - Counsel students regarding academic, personal, ethical, and leadership development issues.
  - Coordinate chat rooms, phone-a-thons, and other opportunities for interaction between current and prospective students.
  - Work closely with SMART Executive Board.

- Serve as a presenter for prospective student sessions.
- Initiate new and innovative programs.
- Serve as a mentor and role model to current students.
- Collaborate with University staff and peers to develop projects.
- Serve as liaison between students and admission staff.
- Participate in professional development opportunities.
- Hold daily and evening office hours.
- Work closely with Lion Scout graduate assistantship to maintain working relationships between Lion Scouts and SMART.

## **Learning Outcomes**

- Develop leadership, teamwork, and mediation skills through leading and advising student volunteer programs.
- Relate student development theories through daily work with students.
- Gain knowledge of diversity in working with a diverse student population.
- Gain knowledge of budget management.
- Develop management skills by working on multiple projects and program implementation.
- Identify tools that evaluate the effectiveness of student volunteer programs and customer service.

## **Qualifications**

- Enrolled full-time in a Master's graduate program, preferably in College Student Affairs, Higher Education, or Counselor Education.
  - Able to work in a fast-paced environment.
  - Handle multiple tasks at one time.
  - Ability to work with a diverse population.
  - Experience working with students.
  - Supervisory experience working with students.
  - Interest in Admissions work.
  - Excellent written and interpersonal communication skills.
  - Adept at using computers (e-mail, Web utilities, etc.)

