Student Associate
Position Description

About the SAS:
The College of Engineering, Student Academic Services (SAS), works to help
students interested in engineering succeed with their education. SAS encompasses
Pre-Engineering Advising, Women in Science and Engineering (WiSE) and Minority
Scholars Engineering Program (MSEP). These programs address the three key
stages of the academic pathway: K-12 Outreach, Transition Programs, and
Undergraduate Advising.

Student Associate General Duties/Description
The main job of the Student Associate is to provide reception at the front desk,
acting as the first point-of-contact within SAS, welcoming and triaging the student’s
questions, setting up appointments with the SAS Advisors and answering phone
and email messages. This position is also responsible for maintaining the front desk
area as a professional & clean environment. Additional tasks include, assisting the
Office Supervisor with filing, errands, supplies and other projects.

Reception:
• Greet all visitors – students, families, faculty and staff with enthusiasm &
courtesy
• Answer phones, reply to email and phone messages, check in students for
appointments and drop-ins
• Triage student’s questions to determine the next point of action
• Schedule appointments using Outlook Scheduler

Computer Work:
• Utilize Word, Excel, Outlook and Power Point
• Check office emails and advisor’s calendars in Outlook
• Set up appointment with SAS advisors in Outlook
• Reply to student emails in Outlook

General Maintenance:
• Operate office equipment (multi-line phones, copiers/scanner, etc.)
• Update monthly the Power Point slideshow displayed on the large screen
• Maintain Outlook inbox, cleanup (delete any messages that go to the “Clutter” folder) and move all answered emails to the “SAS Completed” folder

**Other Clerical Duties:**
• Pick up, sort and deliver departmental mail.
• Run occasional errands on-campus
• Assist with special short-term office projects when requested
• Assist in occasional event prep and teardown.

**Role Guidelines:**
• Must demonstrate substantial and consistent attention to detail
• Represent the SAS office with a high degree of professionalism
• Engage staff on a daily basis - don't be afraid to ask questions
• Maintain a positive attitude when working with students & staff
• Must maintain UW GPA requirements of 2.5.

**Preferred Qualifications:**
• Office and front desk experience, strong customer service skills
• Experienced in using Microsoft Suite, Outlook, Google Doc
• Current engineering student, on-campus involvement or leadership experience.
• **Work Study eligible**