

Graduate Assistant- Dean of Students

Basic Function and Responsibility:

The primary role of the graduate assistant is to serve as a resource for the University community in regard to interpreting policies and procedures and by providing general assistance with questions or concerns.

Characteristic Duties and Responsibilities:

1. Maintain twenty (20) office hours per week in the Dean of Students Office serving as the person “on duty” for walk-ins and phone calls.
2. Meet with walk-in customers and respond to telephone contacts from students, faculty, staff, and other individuals regarding withdrawals, concerns, questions, or complaints.
3. Identify student concerns and refer students to the proper procedure or resource.
4. Investigate and verify student statements with regard to refund requests, “W” grade requests and grade change. Prepare appropriate documentation.
5. Answer questions about University policies and procedures.
6. Utilize university computer programs.
7. Provide front office coverage as necessary.
8. Maintain records regarding relevant activities.
9. Perform other duties as assigned.

Minimum Qualifications:

1. Be enrolled in a graduate program with regular status
2. Be enrolled in a minimum of six (6) credits
3. Free from any type of social probation
4. Maintain satisfactory academic progress with at least a 3.0 GPA
5. Meet any and all other qualifications as stated in the Graduate Assistant Handbook through the Graduate Education and Research Office.

Desired Qualifications:

1. Excellent communication skills
2. Customer service experience
3. Familiarity with NMU policies, procedures, and student resources

Salary:

Stipend and tuition scholarship will be in accordance with Graduate Assistant stipend and tuition program outlined in the Graduate Assistant Handbook.

How to Apply

Email completed [application](#), resume, and cover letter to Jenny Lindsey (jlindsey@nmu.edu) by April 20 at 5 p.m.