

## **Student Services Student Assistant**

School of Management  
Graduate Programs Office (GPO)  
University at Buffalo  
management.buffalo.edu

### **Overview of School of Management:**

The mission of the University at Buffalo School of Management is to discover and deepen our understanding of management concepts and applications that drive effective organizations and use them to produce principled and insightful leaders who create positive change in the world. Our goal is to define the future of management, forge highly capable, engaged and ethical leaders, make a positive impact on business and society, and create a School of Management with world-class capabilities.

The School of Management is a vibrant and inclusive community of big thinkers and big doers, who are leading business into the future. We work together to question and upend theories, lifting each other up and driving change. At the School of Management, ambition is a virtue, tenacity is a given, and discovery happens everywhere, from the classroom to the boardroom.

### **Overview of Department:**

The Student Services team supports all in-residence graduate students pursuing their MBA, MS or PhD in the School of Management and we take pride in the services and events we provide to our students. We are here to guide students as they become the best versions of themselves and offer support every step of the way. The Students Services Student Assistant will play an integral role in new graduate student orientation for the School of Management.

### **Our goal is to provide:**

- A consistent high level of service for students through advisement, student services and programming.
- Meaningful opportunities to interact with other graduate students, staff, faculty and alumni.
- A diverse and distinctive student experience by providing a safe, accessible, and inviting student-focused environment, services and programs that enhance the student experience.
- Student-centered programming and execution for orientation.

### **Student Assistant Responsibilities:**

**MS, MBA and PhD Orientation:** The student assistant will primarily assist the Student Services team with event planning and support for incoming student orientation. The student assistant may also assist with preparation for the academic year as time permits.

- Assist with the planning and execution of all aspects of orientation across graduate programs.
- Track international student arrivals through weekly ISS reports.
- Pull confirmed lists and keep advisors informed of newly deposited students.
- Create surveys in SurveyMonkey to track deliverables.
- Assist Student Services team with creating and managing agendas.
- Secure rooms, visit venues, plan menus, manage registration and email communication, book presenters, coordinate speaker needs, reserve tables, prepare gifts, prepare signs and name tags, print materials, secure photographer and coordinate technology needs
- On-site support including set-up and managing registration tables, clean-up, assisting with team building activities, check-in bags and other event materials.
- Must be available on-site for the entire orientation program which occurs mid to end-August.
- Other duties as assigned.

### **Desired Skills and Competencies:**

- Excellent interpersonal communication and listening skills
- Strong written communication skills

- Ability to work well independently
- Customer-service oriented
- Excellent organization and time management skills
- Detail-oriented
- Ability to work well in a fast-paced environment
- Flexible and adaptable
- Proficiency in Microsoft Excel, MailChimp and SurveyMonkey
- Creative, ability to develop promotional materials that align with University branding
- Experience in or related to event planning and support

**Start Date:**

This student assistant position will work with us over the summer starting in May on an hourly appointment until the end of August.

Office hours:

Monday-Friday 8:30am-4:30pm

*Occasional evening weekend hours may be required for events.*

**GPO Student Assistant Pay:**

Average Summer Hours: 10-20 hours per week

Summer Pay Rate: \$15 an hour for 12 weeks

**Interested candidates should email a copy of their resume and cover letter to:**

Jennifer Vozzo

Assistant Director of Student Services

School of Management, Graduate Programs Office

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