



VMASC Office Assistant Position Description

The VMASC Office Assistant position is designed to help foster a supportive and inclusive environment for students and staff utilizing the Veterans and Military-Affiliated Student Center at the University of Arkansas. The Office Assistants will work with Office Admin and full-time and/or graduate student staff to provide office operations that promote customer service, community development, and safety and security of the community.

Regular, reliable, and non-disruptive attendance is an essential job duty, as is the ability to create and maintain collegial, harmonious working relationships with others.

Duties and Responsibilities

40% Administrator:

- Complete all administrative tasks as assigned by the supervisor, including administrative paperwork, hanging flyers, cleaning the desk area, making phone calls to other staff members, assisting the staff with projects, etc.
- Monitor and report any facility issues or concerns through the appropriate reporting channels.
- Assist students with the certification process, including knowledge of Workday Student and VA Works.
- Assist with the tracking of students and visitors coming into the office.

40% Customer Service Provider:

- Provide a quality and inviting customer service environment as outlined in the training, including greeting students and visitors and answering telephones.
- Provide appropriate information to students, staff, or visitors to the building regarding the University of Arkansas or the office.
- Protect all student information blocked by the Family Educational Rights and Privacy Act (FERPA) and respond appropriately as trained to those individuals requesting protected student information.

- Communicate with and contact the appropriate staff in a timely manner to any emergencies or student behavior concerns including student welfare concerns, possible University policy violations, fire alarms, door concerns, weather or maintenance emergencies.

20% Team Member:

- Participate in all trainings and any other trainings or staff meetings assigned by the supervisor
- Communicate with the staff and/or supervisor regarding general student or desk information/concerns when needed.
- Provide appropriate substitutions for permanent shifts by following substitution protocol, including arranging a substitution 48 hours in advance of a shift and properly notifying the supervisor as well as be available for providing your services as a substitute for certain times during the week if necessary.
- Participate in evaluations at the end of the Fall and Spring semesters.

Qualifications

Minimum Qualifications:

- High School Diploma
- Student at University of Arkansas, enrolled at least half-time
- Demonstrated commitment to belonging and support of military-affiliated students
- Excellent written and oral communication skills
- Strong interpersonal and organizational skills
- Proficiency with Microsoft Office software

Preferred Qualifications:

- Federal Work Study eligible
- Knowledge of VA education benefits
- Experience with the HogSync, Workday Student, and/or VA Works platforms

Supervision Received

This OA position reports to the Director. Day-to-day management and oversight will be the Office Admin with direction from the Director. OAs will participate in monthly check-ins and annual evaluations. Additionally, the VMSC supports the Career Readiness competencies through training and development opportunities in partnership with the Offices of Career Connections.

Time Commitment

The position is designed to be an hourly position. The exact number of hours per semester may vary based on team availability. Most OAs work between 10-15 hours per week with the option

to pick up extra shifts. OAs cannot work more than 20 hours per week when combined with hours from other UofA offices.

Physical Effort

Attendance, sight, speaking, write/type, and mobility to visit various campus locations are required. The job requires moderate physical effort.

Graduate Assistantship (50% appointment)

- \$14/hour during the academic year
- Additional hours may be available on breaks and during the summer when the office is open.
- This position will begin August 11, 2025 unless negotiated otherwise

This position is subject to a pre-employment criminal background (and registry) check. Background check information will be used in a confidential, non-discriminatory manner consistent with state and federal law.

For additional information or questions, please contact Megan Witherspoon Evans,
mmwithe@uark.edu.

This position description is for the 2025-2026 academic year and is subject to change.