

Flyer Student Services (FSS)

Enrollment Services

Overview

The one stop for the services you need to succeed: Flyer Student Services (FSS) at the University of Dayton

Pick up a transcript. Meet with a financial aid counselor to discuss your financial aid award. Adjust your registration for the semester. Ask questions about your student account and get information about payment options. Finalize details for graduation. As a student there are many administrative tasks that need to be accomplished, in addition to attending classes and completing homework. Fortunately, Flyer Student Services offers access to a variety of student services all in one place to save students time, and gives them access to the tools they need for academic success. The graduate assistant in Flyer Student Services will have the opportunity to complement and enhance their own intellectual and professional growth by serving in a leadership role within this one stop campus environment.

Graduate Assistant Responsibilities

- Supervise student employees; administer performance evaluations and provide feedback to help students progress toward achieving their student learning and development outcomes; and
- Help oversee the reception area; educate employees regarding customer service skills; make suggestions for, document, and deliver, training opportunities; and
- Assist with the creation, coordination, and dissemination of office outreach and communication efforts including, but not limited to: attending New Student Orientation and first year seminars to educate students and families about FSS, planning and providing FERPA training seminars, responding to FSS website and email inquiries, creating and posting instructional/informational videos, help updating the FSS website; and
- Support the planning, coordination, and implementation of commencement ceremonies; and
- Research and report on FSS-related issues; create and distribute ad hoc and standardized reports as requested; and assist with creative assessment efforts pertaining to key performance indicators and customer satisfaction; and
- Work collaboratively with the Office of Student Accounts, Financial Aid, and Registrar, as well as other campus partners to deliver quality, student-centered services and programs; and
- Perform other duties as assigned.

Qualifications

Candidates must be degree-seeking students in a graduate program (College Student Personnel, Higher Education Administration, School Counseling/Psychology, Educational Leadership, or other related field preferred). The qualified candidate will demonstrate evidence of excellent written and oral communication skills; strong interpersonal, organizational, and analytical skills; and the ability to be flexible, self-motivated and to conduct oneself in a highly professional and ethical manner. The ability to work under pressure with a respectful demeanor and positive attitude is also needed to be successful in the role. The preferred candidate will have a working knowledge of Microsoft Word, Excel, PowerPoint, and Adobe Acrobat Professional; and will exhibit a willingness to learn new systems, technologies, and processes while targeting strategic divisional (Enrollment Management) and university objectives.

Additional Professional Development Opportunities

- Creation and maintenance of a student advisory board; and
- Serve on departmental and divisional committees; and
- Train and coach student and full-time employees.

Remuneration

- Competitive stipend
- Tuition Remission – Up to 24 credit hours, not to exceed \$14,686/academic year
- Health Care: Offered enrollment in University of Dayton health care plan as applicable to GAs

Statement of Inclusive Excellence

The Division of Student Development recognizes the educational benefits of diversity for students, faculty and staff. We are committed to engaging in reflection, dialogue and experiences that both challenge and affirm multiple perspectives. Our Marianist charism calls us to value the dignity of every person and to advocate for social justice.

For more information, contact:

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