

Student Centers- Office Assistant

Job #9960035 • Created 5/28/2025 by Ali Bartow • Closes 5/10/2025

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Basic information

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Job description

The Office Assistant team serves as the Student Centers' primary customer service representative, responsible for assisting with the operations of the department's administrative office by answering phone calls, assisting with processing kiosk table reservations, locker rentals, and advertising reservations. Running errands and providing administrative support to all Student Centers staff is a daily function of this position.

Responsibilities:

1. Answer all in-coming phone calls; transfer calls; take messages;
2. Promptly greet and assist office visitors;
3. Schedule kiosk tables for George Mason organizations and outside vendors;
4. Complete locker rentals and provide locker support;
5. Confirm advertising requests including but not limited to banners, snap frames, outdoor freestanding displays, digital advertising, and flyers;
6. Conduct regular walkthroughs of Student Centers advertising and building spaces to ensure procedural compliance;
7. Dispatch emergency requests or immediate concerns to Event Operations and Building Services staff;
8. Assist in the overall operation of the department through detail oriented completion of tasks and projects as assigned;
9. Represent the department professionally at all times;
10. Wear name tag, uniforms, and follow all dress code expectations.

Required Qualifications:

1. Ability to work independently and take initiative;
2. Ability to learn multiple web-based applications;
3. Ability to properly handle check transactions;
4. Ability to handle sensitive and confidential information;
5. Ability to demonstrate a positive and professional image;
6. Ability to work with people of diverse backgrounds;
7. Must be able to work for at least two full semesters

Preferred Qualifications:

1. Preference will be given to those who are able to work during the summer months (May–August);
2. Ability to work during school breaks (October, January and March)

Learning Outcomes:

This position is part of your educational experience at George Mason and has a set of four learning outcomes that you, with the support of your supervisor, will develop during your time in this position.

You will:

1. Employ appropriate communication across a variety of professional situations.
2. Practice the ability to navigate ambiguous job situations by applying problem-solving strategies to achieve clarity and task completion.
3. Use appropriate technology for the completion of specific tasks.
4. Display effective work habits appropriate to the work environment.

Virtual interviews will be available to applicants. This position will begin on August 19, 2025 at the Student Centers Fall Training, with the possibility to start earlier in the summer if available. All shifts are held on-campus weekdays between 8:30am and 7pm.