

Job Title: AEI Faculty and Staff Support Team

The Faculty and Staff Support Team (FASST) reports to the Student Engagement Coordinator and serves the purpose of providing a wide range of administrative and operational support to the faculty and staff in the American English Institute (AEI). This includes services such as managing the building, assisting with basic tech support, managing supply and tech equipment inventories, assisting with meeting and event logistics, and performing office projects. FASST is the operational service hub of the AEI.

Responsibilities Include:

- Support faculty, staff, and students in solving problems and finding resources and information.
- Manage AEI's tech library, equipment inventories, and copier accounting.
- Provide administrative support to AEI's staff, including filing, research, and data entry using Microsoft Excel and databases.
- Provide basic troubleshooting for classroom Audio/Visual systems.
- Track department office supply inventory and assist with supply orders.
- Liaise with campus partners for service requests (IT, building, phones, copiers, UOPD).
- Complete regular building-related tasks and projects, such as updating signage and performing classroom supply checklists.
- Manage department key and access requests and removals.
- Sort mail and packages received through campus mail, and manage FedEx and UPS shipments.
- Coordinate internal events for AEI faculty and staff, including shopping for supplies and prepping spaces, technology, and refreshments.
- Manage AEI library of books for students and faculty.
- Manage internal calendar for AEI faculty and staff.
- Manage email communication with prospective students through the main AEI email account.
- Assemble marketing packets.
- Answer main phone line for the department.
- Manage electronic communication (Microsoft Teams & Outlook) with AEI faculty and staff, as well as campus partners.
- Handle sensitive information and documents, including transcript requests, in compliance with University, state, and federal laws.
- Other duties as assigned.

Minimum Qualifications:

- Proficient in Microsoft Word and Excel, Adobe Acrobat, Zoom, and web-based email applications.
- Exhibits a customer-service mentality.
- Demonstrates strong critical thinking and problem-solving skills, willingness to find answers and learn new skills.
- Demonstrates reliability, accountability, and trustworthiness by prioritizing commitments, being communicative, and keeping sensitive information confidential.
- Willing to take initiative with tasks and projects and actively ask questions instead of waiting for supervisor.
- Prompt in responding to phone and email communications.
- Demonstrates effective time-management skills.

- Exhibits a high attention to detail.
- Comfortable working independently and in teams.
- Exhibits effective written and verbal communication skills in English.
- Demonstrates interest in and curiosity about other countries and cultures.
- Available to work 4-8 hours per week during business hours in at least 2-hour blocks of time.

Preferred Qualifications:

- Experience with MS Teams, MS OneDrive, MS Outlook, Trello, Airtable, Adobe InDesign, Adobe Illustrator, Canvas (especially the instructor side), Qualtrics, Navigate, or Slate.
- Able to troubleshoot basic, intermediate, or advanced tech issues on Mac and Windows computers in a variety of software and applications.
- Willing to take ownership of a few of the team's shared projects and be the main point of contact if teammates have questions.
- Exhibits an understanding of clear and patient communication with English Language Learners.
- Proficient in Arabic, Japanese, or Mandarin.
- Experience living or working abroad and/or training in intercultural communication.

Beginning hourly rate: \$13.15