

UTSA Student Staff will develop the following skills as an Office Assistant (Front Desk, Customer Facing, Service to others position):

- Career & Self-Development by
 - attending regular professional development workshops
- Communication by
 - sharing information with students, alumni, employers, and prospective students.
 - active listening when interacting with students, alumni, and employers to accurately assist in a timely manner.
- Critical Thinking by
 - assisting all inquiries, including those that involve other departments, and redirecting accordingly.
 - evaluating methods and procedures to discern any areas for improvement as we seek to continuously refine our approach and aim for excellence.
- Equity & Inclusion by
 - assisting different generations of alumni and prospective students from other areas, backgrounds, perspectives who seek assistance
 - advocating for equitable practices by being cognizant of one's role in higher education and the communities we serve, both locally and internationally.
 - respecting diverse personalities as you work with others
- Leadership by
 - taking initiative to complete and evaluate projects
 - motivating and inspiring your team and peers as they navigate their career roadmaps
- Professionalism by
 - familiarizing oneself with all department resources
 - conducting oneself accordingly knowing all correspondences, verbal and written, ultimately reflect on the department and UTSA
 - demonstrating dependability and accountability with one's work and attendance
- Teamwork by
 - collaborating with other student employees, senior staff and recruiters to deliver workshops
 - respecting diverse personalities as you work with others
- Technology by
 - ethically navigating platforms, software, resources etc., and multitasking with others to achieve organizational goals

UTSA Student Staff will develop the following skills as a Marketing Assistant (Events programs, social media, digital and publication footprint position):

- Career & Self-Development by
 - attending regular professional development workshops hosted by senior career consultants
 - familiarizing oneself with all department resources
- Communication by
 - sharing information with students, alumni, employers, and prospective students.

- active listening when interacting with students, alumni, and others
- Critical Thinking by
 - assisting all inquiries, including those that involve other departments, and redirecting accordingly.
 - evaluating methods and procedures to discern any areas for improvement as we seek to continuously refine our approach and aim for excellence.
- Equity & Inclusion by
 - assisting different generations of alumni and prospective students from other areas, backgrounds, perspectives who seek assistance
 - advocating for equitable practices by being cognizant of one's role in higher education and the communities we serve, both locally and internationally.
 - respecting diverse personalities as you work with others
- Leadership by
 - taking initiative to complete and evaluate projects
 - motivating and inspiring your team and peers as they navigate their career roadmaps
- Professionalism by
 - conducting oneself accordingly knowing all correspondences, verbal and written, ultimately reflect on the department and UTSA
 - demonstrating dependability and accountability with one's work and attendance
- Teamwork by
 - collaborating with other student employees, senior staff and recruiters to deliver workshops, events, programs
 - respecting diverse personalities as you work with others
- Technology by
 - ethically navigating platforms, software, resources etc., and multitasking with others to achieve organizational goals
 - working in a various environments (remote and in person) to create and conduct events attended by students, alumni, and recruiters.

UTSA Student Staff will develop the following skills as a Support Assistant (Back of the house, online, clerical related duties, non-customer facing position):

- Career & Self-Development by
 - attending regular professional development workshops hosted by senior career consultants
 - familiarizing oneself with all department resources
- Communication by
 - active listening when interacting with students, alumni, and others to accurately assist in a timely manner.
- Critical Thinking by
 - evaluating methods and procedures to discern any areas for improvement as we seek to continuously refine our approach and aim for excellence.
- Equity & Inclusion by
 - assisting different generations of alumni and prospective students from other areas, backgrounds, perspectives who seek assistance

- advocating for equitable practices by being cognizant of one's role in higher education and the communities we serve, both locally and internationally.
- respecting diverse personalities as you work with others
- Leadership by
 - taking initiative to complete and evaluate assignments
 - motivating and inspiring your team and peers as they navigate their career roadmaps
- Professionalism by
 - conducting oneself accordingly knowing all correspondences, verbal and written, ultimately reflect on the department and UTSA
 - demonstrating dependability and accountability with one's work and attendance
- Teamwork by
 - collaborating with other student employees, senior staff and recruiters to deliver workshops
 - respecting diverse personalities as you work with others
- Technology by
 - ethically navigating platforms, software, resources etc., and multitasking with others to achieve organizational goals

UTSA Student Staff will develop the following skills as a Peer Educator (Mentors, Coaches, Ambassadors position):

- Career & Self-Development by
 - attending regular professional development workshops
- Communication by
 - sharing information with students, alumni, employers, and prospective students.
 - active listening when interacting with students, alumni, and employers to accurately assist in a timely manner.
- Critical Thinking by
 - assisting all inquiries, including those that involve other departments, and redirecting accordingly.
 - evaluating methods and procedures to discern any areas for improvement as we seek to continuously refine our approach and aim for excellence.
- Equity & Inclusion by
 - assisting different generations of alumni and prospective students from other areas, backgrounds, perspectives who seek assistance
 - advocating for equitable practices by being cognizant of one's role in higher education and the communities we serve, both locally and internationally.
 - respecting diverse personalities as you work with others
- Leadership by
 - taking initiative to complete and evaluate projects
 - motivating and inspiring your team and peers as they navigate their career roadmaps
- Professionalism by
 - familiarizing oneself with all department resources

- conducting oneself accordingly knowing all correspondences, verbal and written, ultimately reflect on the department and UTSA
- demonstrating dependability and accountability with one's work and attendance
- Teamwork by
 - collaborating with other student employees, senior staff and recruiters to deliver workshops
 - respecting diverse personalities as you work with others
- Technology by
 - ethically navigating platforms, software, resources etc., and multitasking with others to achieve organizational goals



NACE Marketable Job Descriptions

Teamwork:

- The student will learn how to effectively work with others to achieve a shared goal or outcome in an effective way.
- The student will develop skills to efficiently solve conflicts, interact with diverse personalities, and respond to ambiguity with resilience.
- The student will be responsible for attending meetings and voicing concerns and suggestions for improvement on any assigned tasks, projects, etc.
- The student will collaborate on research teams and teams to develop presentations, and ability to follow oral and written instructions and to provide clear instructions to others.

^^ (From TXST resource, not mine but included an example of job description for someone who is getting a bachelor's degree in Biology... so, this includes a laboratory, scientific research job, etc. thought it was helpful!

<https://www.provost.txstate.edu/resources/marketable-skills/search-marketable-skills.html?id=4375>)

Communication:

- The student will answer phone calls, respond to emails, and communicate in a clear, well-organized, and effective manner to ensure understanding.
- The student will be responsible for managing clear internal communication such as writing memos, newsletters, announcements, etc. (<https://resources.workable.com/communications-specialist-job-description>)
- The student is responsible to understand and comply with safety guidelines; bring safety concerns to the attention of appropriate supervisors or authorities; and articulate ethical, legal, environmental, and societal impacts of research projects.

^^ (From TXST resource, included an example of job description for someone who is getting a bachelor's degree in Biology... so, this includes a laboratory, scientific research job, etc.

<https://www.provost.txstate.edu/resources/marketable-skills/search-marketable-skills.html?id=4375>)

Career & Self-development:

- The student will work on ways to improve and seek out opportunities for self-development both professionally.
- The student will proactively develop self and career goals through personal and professional learning.
- The student will develop networking opportunities through established relationships within, as well as outside, the current profession by attending career fairs, workshops, etc.

Leadership:

- The student will be responsible for taking initiative and serving as a role model to complete tasks efficiently and effectively.
- The student will be responsible for encouraging and motivating other team members to achieve the required tasks.
- The student will help provide the team with resources and feedback to help improve the workplace.

Professionalism:

- It is the student's responsibility to be present and prepared to accomplish assigned tasks/duties.
- The student will demonstrate their responsibilities by prioritizing and completing tasks to accomplish organizational goals.
- The student must act equitably with integrity and accountability to self, others, and the organization.
- The student will work on projects and tasks while paying close attention to detail and ensuring there are little to no errors as possible on their tasks.

Critical Thinking:

- The student will be working in a fast-paced environment while working on assigned tasks, responding to emails, and answering calls.
- The student will assist with finding solutions to a problem in an efficient and effective way.
- The student will need to collect and analyze data to form a conclusion on their research. (<https://www.indeed.com/hire/job-description/lab-technician>)
- The student will perform their responsibility by accurately summarizing and interpreting data with an awareness of personal biases that may impact outcomes. (<https://www.naceweb.org/> I liked this description so wanted to include it from the NACE file)

Equity & Inclusion:

- The student will work together on assigned tasks with others while keeping an open mind to all diverse ideas.
- The student will communicate and treat others with respect and restrain from any personal biases or inequities.

- The student will assist with the development and implementation of proactive diversity, equity and inclusion initiatives as needed.
(<https://www.pcc.edu/hr/employment/management-jobs/officeofequityandinclusiondirector/>)
- The student will show adaptability by working professionally and respectfully in diverse environments.
- The student will develop skills to efficiently solve conflicts, interact with diverse personalities, and respond to ambiguity with resilience.

Technology:

- The student will be responsible for knowing how to navigate software such as Microsoft Word, Excel, PowerPoint, etc., other key platforms such as RowdyLink, Handshake, GivePulse etc., social media such as Instagram, Facebook, Twitter, LinkedIn etc., and equipment such as <include lab or other research tools>
- The student will develop technological skills by adapting and learning how to navigate new platforms, software, and equipment when needed.
- The student will properly use technology to improve the efficiency of their work and tasks to complete in a timely manner.