



Title of Position:	ACE Office Assistant (for the Academic Coaching & Engagement Program)
Supervisor(s):	Brandy Espinosa, Coordinator of Academic Support Services
Hours:	Minimum of 10 hours per week, Potential for up to 20 hours per week (Spring 2019)
Rate of Pay:	\$9.00/hour

The primary function of this position is to assist SARC with the Academic Coaching and Engagement (ACE) Program, which provides academic support through one-on-one, ongoing peer coaching for at-risk FTIC students as well as other self-selected or referred UCF students.

Responsibilities of this role include:

- Assist with Information Sessions hosted by First Year Advising and Exploration during the first week of classes
- Call students daily to schedule appointments or remind them of their upcoming appointments
- Review incoming requests to schedule/reschedule and communicate with students via email and phone to confirm appointment times and locations
- Review incoming student reports by coaches and update master tracking sheet with all completed and missed coaching sessions
- Provide timely and open communication with SARC staff regarding students' progress, issues and concerns in an effort to increase effectiveness of ACE program, SARC professional staff and FYAE professional staff
- Communicate training needs and/or student concerns to SARC Supervisor
- Become knowledgeable about SARC support services, other academic campus resources, and techniques utilized in achieving academic success
- Participate in preliminary and on-going trainings and team meetings
- Participate in end of semester debrief meeting and individual evaluation
- Other duties as assigned

Required Qualifications:

- Current enrollment as a UCF student
- Must be in good academic standing with the University, minimum GPA of a 3.0 or higher
- Can commit to working 2-3 hours each day, Monday through Friday

Preferred Qualifications:

- Strong written and verbal communication skills
- Solid time management and organizational skills
- Thorough and efficient work with a high attention to detail
- Ability to work independently, meet deadlines, and follow directions
- Some office experience; interest and/or experience in higher education and student personnel services
- Interest in also serving as an Academic Coach for the ACE Program in spring