Position: Academic Resources Supervisor

Classification: Support Staff - Part-time

Reports to: Director of Academic Resources

Description: The Academic Resources Supervisor manages the Academic Resources Desk located in the Learning Commons during night and weekend hours of operation. The Academic Resources Desk supports all services offered through Career Services and the Learning Commons. A typical week would include one weekday evening (5:00pm to midnight) with additional hours on Saturday or Sunday during spring and fall semesters.

Responsibilities:

- Work independently to implement policies and procedures of Academic Resources to support Career Services and the Learning Commons
- Manage activity in the Learning Commons
- Provide customer service support at the Academic Resources Desk
- Supervise student workers at the Academic Resources Desk
- Supervise and assist peer educators as they hold hours in the Learning Commons
- Assist Carroll students and peer educators in operating circulating equipment and software
- Process data entry projects
- Other duties as assigned

Qualifications:

Education and/or Experience:

- Bachelor’s degree required
- Supervisory experience required
- Two years of relevant experience in academic support services preferred

Additional Knowledge, Skills and Abilities:

- Ability to work both independently and as a team member
• Must be able to establish and maintain effective working relationships with students, faculty and staff using services within Academic Resources
• Service-oriented attitude
• Sensitivity to the needs of students
• Demonstration of positive attitude, diplomacy, tact, courtesy and a sense of humor
• Superior written, interpersonal and oral communication skills
• Ability to quickly respond to changing institutional needs
• Knowledge of Microsoft Windows, Excel, Word and Outlook

Job # 1213-061

Please reference job #1213-061 and submit cover letter and resume to: hroffice@carrollu.edu

Human Resources
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