



**International Student & Scholar Services**  
**Division of Student Affairs**  
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Graduate Assistant Positions  
International Student and Scholar Services (ISSS)

Position 2: Graduate Assistant, ISSS (Services, Communication, and Technical Support)

#### Position Summary

This position provides support for communicating with international student and scholars on a multitude of platforms (social media, email, web, print); assists in the development of e-forms, e-processes, and in the maintenance of electronic files/records; and assists in collecting, compiling and analyzing data on office activity and learning outcome assessment. This position is best suited for graduate students who wish to pursue professional opportunities in the field of higher education/student affairs or in international/multicultural education, and who have an interest in the technical/analytical aspects of the profession.

Student learning/educational activities performed by the Graduate Assistant

- Advising students in various formats/platforms
- Using data to assess and improve programs and services
- Effective communication through social media platforms
- Website maintenance and effective delivery of content through websites
- Cross-cultural training
- International student advising
- Other learning/educational activities developed in conjunction with the Graduate Assistant's educational/professional objectives

Learning Outcomes:

- Connect theoretical knowledge to the practical setting of student affairs/international education
- Gain experience in collaborating across departments within student affairs and across the university
- Develop skills/knowledge based for entry to the field of international higher education
- Understand organizational policies and procedures and their interface with various internal and external stakeholders
- Develop working knowledge of international student and scholar services in the higher education context
- Learn how to communicate, advise, and deliver services virtually and in person
- Develop knowledge of effective communication to a diverse student audience through social media and other platforms

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- Gain practical skills in supporting and addressing the needs of various international student populations

#### Duties and Responsibilities:

- Assist with the development and implementation of programs and activities for welcoming and integrating international students in the campus community: program selection, planning and marketing, workshop planning and delivery, campus orientations/open houses, and outreach to the multicultural student organizations.
- Support the office social media platforms
- Maintain the office website
- Create, maintain, and improve e-forms and other electronic services
- Provide support for international student pre-arrival and pre-enrollment activities: create and revise pre-arrival information materials; organize new student files and documentation; follow-up with new and prospective students regarding their plans for arrival and enrollment at FAU.
- Perform tasks necessary to maintain smooth office operations, forms and procedures, and the daily workflow.

#### Qualifications for the Position

- Acceptance into a graduate program in Education (specifically Higher Education Leadership) other Education fields will be considered on a case by case basis
- Effective written and verbal communication skills
- Strong technical skills (website development, publications)
- Ability to work independently and as part of a team
- Ability to learn, understand, and explain general rules and regulations pertaining to international student immigration status
- Proficiency in MS Office Applications
- Creativity, high energy, strong work ethic, and professionalism

#### Additional Information

- Desired Majors: Higher Education (preferred)
- Hourly Rate: \$12 for master's level applicants; \$15 for doctoral level applicants
- Funding is for fall and spring; summer funding may be available, but it is not guaranteed
- Supervision: Graduate Assistants report to the unit Director.