

Residential Student Support Specialist Kean University

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Posted Jan. 13, 2025, set to expire May 13, 2025

Job Title	Residential Student Support Specialist
Department	Office of Residence Life
Institution	Kean University Union, New Jersey
Date Posted	Jan. 13, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Residential Life
Job Website	https://kean.wd1.myworkdayjobs.com/en-US/Kean/details/Residential-Student-Support-Specialist--Office-of-Residence-Life_R3302-1

Apply By Email

Job Description

Reporting to the Managing Assistant Director in the Office of Residence Life, with work also assigned by the Director of Residence Life, the Residential Student Support Specialist (Professional Services Specialist 4) assists with professional work operations within the department by providing a high level of customer service to students and the visitor community. With professionalism and using all forms of communication, this position performs customer service, provides basic professional support and does analytical assignments requiring working knowledge of departmental and divisional rules, regulations and policies. The Residential Student Support Specialist also serves as backup support for staff assignments and projects in the absence of other support lines as directed by management. This is an in-person position that may require some travel. A flexible schedule including evening and weekend hours is required, as needed.

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Qualifications: Graduation from an accredited college with a Bachelor's degree and one year of professional experience in Residence Life is required. Experience in student support services and customer service operations in a higher education setting is preferred. Experience using The Housing Director (THD) and related departmental programs (Maxient, Workday, Colleague, Campus Labs, etc.) is also preferred. Candidate must have a high proficiency in Microsoft Office, including Word, Excel, PowerPoint and Publisher. Excellent oral and written communication skills are essential.

Candidacy review begins immediately and continues until appointment is made. **Please submit your cover letter, resume/CV and contact information for three professional references.** Official transcripts are required prior to the starting date of employment.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact