

Position Title: Graduate Assistant, Global Learning Center

Type of Position: Paid Internship

Institution Name: University of St. Thomas Dept: Global Learning Center

Supervisor: Amie Graebner

Department Description: Global Learning Center supports both Office of International Students & Scholars & the Office of Study Abroad

Appointment: Academic Year

Start Date/End Date: Mid-August 2025 through May 24, 2026

Compensation: Hourly Wage; \$16 Per Hour

Week Hours: 20 Hours Per Week

Payment Frequency: Biweekly

Job Summary:

The Global Learning Center supports both the Office of International Students & Scholars (OISS) & the Office of Study Abroad (OSA). This position will play a key role in supporting students studying abroad and international students studying at St. Thomas, as well as interacting with prospective international students interested in coming to St. Thomas. In addition to covering the Front Desk at the Global Learning Center, this position will provide key support for the promotional and advising activities coordinated by both OISS and OSA. The Global Learning Center aims to provide exceptional customer service & guidance to current students, prospective students, parents, faculty, staff & other university constituents via phone, email and in-person interactions.

The successful candidate is comfortable with high levels of multitasking, possesses excellent attention to detail, exhibits professionalism, and demonstrates the ability to take initiative. They must possess strong interpersonal, written, and verbal communication skills and an ability to work in an open office environment with many interruptions. A desire to develop intercultural communication and leadership skills is important.

The Global Learning Center is open 8:00am-4:30pm Monday through Friday, except university holidays. Availability during daytime hours on weekdays is a must for those interested in this position. We are looking for 1 candidate to cover 20 hours per week. Schedule flexibility is preferred.

This position is a non-benefited position running from mid-August 2025 through the end of May 2026.

Job Responsibilities:

- Provide customer service to current students, prospective students, parents, faculty, staff & other university partners via phone, email and in-person interactions and schedule appointments for advisors as requested.
- Plan, promote and execute events for current international students such as social programming and the international graduate flag photo shoot.
- Coordinate promotional events for the Office of Study Abroad, such as the Annual Photo Contest.
- Develop and manage orientation materials for the Office of Study Abroad.
- Manage the digital stories project for study abroad returnees.
- Create visual content utilizing Canva as well as copy for Instagram posts and stories to enhance student engagement for both the Office of Study Abroad and Office of International Students & Scholars.
- Provide support to International Admissions in processing international student applications such as email inquiries, uploading documents, and screening applications for review.
- Additional projects as needed.

Required Qualifications:

- Graduate student in Leadership in Student Affairs program.
- Ability to successfully prioritize responsibilities and multi-task in a busy environment.
- Ability to solve problems using critical thinking & troubleshooting.
- Excellent written, interpersonal and organizational skills with strong attention to detail.
- Ability to serve & interact with customers in a welcoming, courteous and tactful manner.
- Demonstrate respect while working in a multicultural environment with people from various backgrounds and identities.
- Willingness to be a team player.
- Maintain confidential information following the St. Thomas Use Policy & FERPA Policy.
- Candidates must be in good academic standing; a minimum of 2.5 GPA.

Preferred:

- Previously demonstrated customer service experience.
- Interest in the field of International Education and experience living abroad.
- Knowledge of Canva.