

**Student Support Specialist**  
**Arkansas State University - Newport**

Direct Link: <https://www.AcademicKeys.com/r?job=262106>

Downloaded On: Sep. 5, 2025 5:40pm

Posted Sep. 5, 2025, set to expire Aug. 12, 2026

**Job Title** Student Support Specialist  
**Department** Arkansas State University-Newport  
**Institution** Arkansas State University - Newport  
Newport, Arkansas

**Date Posted** Sep. 5, 2025

**Application Deadline** Open until filled  
**Position Start Date** Available immediately

**Job Categories** Professional Staff

**Academic Field(s)** Administration - Student Affairs  
Administration - Other

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**Job Description**

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**Student Support Specialist**

**Location:** Newport

**Job Code:** 381

**# of Openings:** 1

**Student Support Specialist**

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### **Arkansas State University-Newport**

The Student Support Specialist provides comprehensive support to the Office of Student Affairs to enhance the overall student experience. This role supports a wide range of student services and initiatives including student housing, student engagement, academic support, disability services, and basic needs programs. The position serves as a central resource for students, assisting them in accessing campus resources and services while providing operational support within the Student Affairs team. The campus location for this position is ASU-Newport. The Student Support Specialist reports to the Dean for Students.

### **Essential Duties and Responsibilities**

- Provides general student affairs support including assistance to students, staff, and visitors to the Student Affairs office.
- Serves as a point of contact for student inquiries, connecting them to appropriate campus resources and services.
- Supports core student affairs areas including:
  - Student Housing
  - Disability Accommodations and Accessibility Services
  - Student Engagement and Leadership Programs
  - Student Health and Wellness-Timely Care
  - Basic Needs Programs - Food Pantry
  - Other areas as needed
- Assists with outreach efforts and communication campaigns related to student services, engagement opportunities, and student activities.
- Assists with student events, workshops, orientations, and initiatives to foster community and engagement.
- Maintains records and databases related to student support, events, and communications.

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- Collaborates with faculty and campus departments to ensure integrated student support, particularly for students facing multiple barriers to success.
- Tracks student interactions and referrals using designated systems and contribute to service evaluation, assessment, and improvement efforts.
- Maintains an up-to-date knowledge base of all college and community-based resources available to students in ASUN service areas.

**Student Housing Assistance**

- Support housing operations by assisting with student applications, room assignments, and housing-related questions.
- Coordinate communication between housing staff and students regarding housing updates or concerns.
- Collaborate with other campus departments including academics and athletics and promote student success.

**Timely-Care Student Health and Wellness**

- Coordinate student, faculty, and staff notifications utilizing Timely Care Resources; Schedule monthly email for health and wellness information to students. Provide updates for CCTV with appropriate health and wellness promotional materials.

**Academic/Student Affairs**

- Attend departmental, area, divisional, and college-wide meetings where appropriate or as required by supervisor.
- Assists Dean for Students with special projects and perform other related duties as required or assigned.

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**Minimum Qualifications**

- Bachelor's degree required. Minimum of 2 years of experience in student services, administrative support, or higher education setting.
- Strong interpersonal and communication skills with a commitment to student success and support.
- Ability to manage multiple priorities in a fast-paced environment with attention to detail.
- Proficiency in Microsoft Office Suite and Microsoft Teams

**Preferred Qualifications**

- Master's degree preferred in a related field.
- Experience working with student support services, basic needs, student engagement, health and wellness, or disability support services.
- Familiarity with student information systems such as Banner, Navigate, or similar platforms.

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

**EDUCATION AND EXPERIENCE**

A minimum of a bachelor's degree from an accredited institution is required, master's degree preferred. Two or more years of experience in student activities, student support, and student engagement area is preferred; Related experience in higher education or equivalent combination of education and experience will be considered.

**RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT**

Shares responsibility for the maintenance and upkeep of property and equipment utilized for student affairs.

**COMMUNICATION SKILLS**

Excellent written, oral, and interpersonal communication skills; Ability to write reports and correspondences others will understand; Ability to effectively present information and respond to questions from groups of students, faculty, administration, or the general public. The ability to

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speak clearly so others can understand your instruction.

**MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to prepare and interpret bar graphs.

**CRITICAL THINKING SKILLS**

Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

**SUPERVISION RECEIVED**

Under general direction of Dean for Students.

**PLANNING**

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the work operations of a group of students.

**DECISION MAKING**

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance, either of which would affect the work operations of small organizational component and the organization's customers.

**ANALYTICAL ABILITY/PROBLEM SOLVING**

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

**USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS**

Regular use office equipment (desktop/laptop computer and software).

**CONTACT WITH OTHERS**

Regular contact with students, parents, and community leaders. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Regular contact with other university employees at all levels within the organization.

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**REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not Indicated.

**SOFTWARE SKILLS REQUIRED**

Advances: Banner

Intermediate: Word Processing/Typing

Basic: Alphanumeric Data Entry, Database, Presentation/PowerPoint, Spreadsheet

**TOOLS AND TECHNOLOGY**

**Not Indicated**

**PHYSICAL ACTIVITIES**

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

While performing the functions of this job, the employee is continuously required to talk or hear; regularly required to stand; frequently required to walk, sit, use hands to finger, handle, or feel, reach with hands and arms; and occasionally required to climb or balance.

The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision.

**ENVIRONMENTAL CONDITIONS**

There are no harmful environmental conditions that are present for this position. Some equipment may be hazardous.

The noise level in the work environment is usually low to moderate.

**To apply, please visit**

<https://phe.tbe.taleo.net/phe03/ats/careers/v2/viewRequisition?org=ASUN&cws=37&rid=381>

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**Contact Information**

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

**Contact**

Arkansas State University-Newport  
Arkansas State University - Newport

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