

Federal Work Study Position Job Description

Department: Student Support Services

Position: FWS Receptionist / Office Assistant

Position Summary:

Student Services student-employees work primarily at the reception desk in the Student Center serving students, parents of students, other college staff, the general public, community and agency-representatives. They perform a-variety of on-going clerical tasks, as well as working on special projects that support department functions and events. The position requires a flexible, friendly, customer centered approach, with a willingness to continually learn about and provide accurate information regarding the policies and procedures of the college.

Providing service at the front counter, answering and transferring phone calls, email correspondence, setting calendar appointments, registering students for testing, orientations and other academic functions, data entry and spreadsheets, distributing programs and services information, handling confidential documents, word-processing, filing and posting. Other duties as assigned.

Essential Duties:

- Being on time and ready to work when your shift begins
- Maintaining and distributing accurate information pertaining to college policies, procedures, deadlines and requirements
- Using sound judgment, tact, and diplomacy dealing with a variety of situations that require empathetic communication
- Attentive completion of assigned tasks, in a timely manner.
- Communicating clearly and respectfully in writing and speech with people from a wide variety of backgrounds and abilities.
- Communicating important details with fellow staff members.
- Maintaining confidentiality conforming to FERPA regulations
- Reliably working the hours and shifts you are scheduled.

Knowledge, Skills and Abilities:

- The ability to work effectively and collaboratively in a culturally diverse environment.
- The ability to contribute to a successful team: follows directions, offer suggestions, accept changes and work independently.
- The ability to exercise initiative in problem-solving, finding solutions based on experience, consultation, and sensitivity to a variety of issues.

- Developing a strong knowledge of Student Services programs and services, an understanding of the functions performed by other departments, and an awareness of the resources available college-wide to help support students' success.
- The ability to use computer technology to process text, e-mail and spreadsheets, using Microsoft Word, Excel and Outlook. The ability to navigate through internet resources.
- The ability to perform work with a high degree of accuracy and attention to detail in a busy, at times noisy, office environment.
- The ability to work for extended periods of time at a desk/computer.

Minimum Qualifications:

- Student must be eligible for funding through the Federal Work Study Program.
- Be able to work anywhere from 10-20 hours per week.