

JOB DESCRIPTION

Department: Student Services - Advising

Job Title: Student Services Worker

Job Summary:

We are seeking a friendly and tech-savvy student to join our Student Services - Advising team as a Student Worker. This role provides an opportunity for you to develop valuable communication, customer service, and administrative skills while supporting the day-to-day operations of the Advising office.

Note: Federal work-study award is required to apply for this position. If you are unsure of your eligibility, please contact the Financial Aid Office in E101.

Description of Job Duties:

- Perform general clerical tasks including filing and organizing documents.
- Serve as a point of contact for students and staff making inquiries about the advising services.
- Answer phone calls professionally, responding to inquiries and scheduling appointments for students.
- Assist students who visit Student Services and provide adequate customer service.
- Follow up on missed appointments and contact students for rescheduling.
- Assist with various projects as assigned.

Specific Experience and Skills Required:

- Friendly demeanor and excellent communication skills, both over the phone and in person.
- Proficiency in technology, including word processing and spreadsheet software.
- Exceptional customer service skills.
- Ability to complete basic office tasks efficiently.

Licenses or Training Required:

None.

Hours Needed to Work:

The office is open Monday through Friday from 8:00 am – 5:00 pm. The working hours may vary within this time frame based on the needs of the department.