

Sylvania Student Learning Center

Work-Study Front Desk Assistant Job Description

Position Description

The primary responsibility of a Work-Study Front Desk Assistant is to provide students with information regarding our resources within our center, and assisting them on how our resources could help them in their academic work, as well as referring students to other appropriate college resources that they may need. Work-Study Front Desk Assistants are also expected to follow center and school policies, and assist students with any questions that any students may have. They are also expected to help assist Office Lead's requests and work as a team player with the other Front Desk Assistants during their shift and with any term projects as well as promoting our center out to others who may not know or not sure about our center and what we offer. They are also expected to be very resourceful on assisting all of our PCC students, and at the same time, keep professionalism within our center, and maintain a clean and very friendly environment for all staff/faculty and students.

Responsibilities

Make sure students sign in and out of the center. Participate in Front Desk Assistant training to assist staff and students in a properly well-mannered way as well as according to center and school policies and regulations. Assist staff/faculty and students with their questions or needs, helping them make use of our resources in the center to their needs. Be punctual to every shift. Refer students to proper resources within our center as well as the college. Complete all tasks asked of by Office Lead and SLC Coordinator. Work on term projects. Help promote our center to others and what services we offer.

Position Requirements

Have good communication and problem-solving skills in person, and over the phone.

Have people/social skills to be able to understand and relate to what students are going through and what they may need to help assist them.

Be very well resourceful with the knowledge of the resources we provide as well as the other resources that the college offers.

Be reliable, and be able to prioritize what is expected of the job during every shift, and be punctual to every shift scheduled.

Be a team player where you work with others to help maintain the purpose of our center and work together in projects that can help promote our center to the rest of the college. Always have a positive attitude in everything you are doing.

Work-Study Front Desk Assistant Application

Today's Date:	Term:	Year:
First Name:	MI:	Last Name:
PCC ID (G#):		
Phone (Cell):	Phone (Home):	
Email Address:		
Mailing Address:		

1. Do you have a Work Study Award Notification Letter? (please circle): Yes / No
2. What terms are you available? ☐ Summer ☐ Fall ☐ Winter ☐ Spring
3. How many hours would you prefer to work each week? _____
4. What date and time are you available? _____

**Please attach a resume and a work-study award notification letter, and return
to Shani Ong
Student Learning Center, Library, Room 140, Sylvania Campus
971-722-4702/shani.ong@pcc.edu**