

STUDENT JOB DESCRIPTION

JOB TITLE: Front Line Student Specialist
WORK AREA: Welcome and One Stop Center/Student Affairs
AREA HOURS: 10-20 Per Week

JOB RESPONSIBILITIES, DUTIES:

The vision of the Welcome and One Stop Center is to provide a universal space for students and visitors to receive information and complete all enrollment processes in one location. The Welcome and One Stop Center, located in current Welcome Center, would be primary location for students to conduct business and complete processes. Students working in this area would be highly trained to triage and answer questions regarding:

- Application, Assessment, and Orientation/Registration Processes
- Financial Aid Processes
- Assisting with Advising Appointments
- Collecting paperwork/documentation
- Updating student information (major, address, etc.)

Duties include, but are not limited to:

- Greet all stakeholders and visitors- make them feel welcome to campus and the space.
- Assist Welcome and One Stop Staff with triaging student needs and answering questions in all student services areas, such as admissions, financial aid, records/enrollment, registration.
- Collect paperwork from students/stakeholders as necessary.
- Assist any students/visitors/stakeholders with campus directions and services, such as completing the online application for admission.
- Assist with office events including Campus Preview Day and Orientation & Registration Sessions.
- Communicate with Welcome and One Stop Center staff and other Student Services staff as necessary.
- Answer incoming phone calls, retrieve voicemail messages, and return phone calls.
- Do word processing/data entry, specifically with Customer Relationship Management software, such as Connect.
- Provide lunch coverage as needed.
- Assist other student services offices with customer service and office duties as needed.
- Student confidentiality MUST be maintained. Some examples of this would be not discussing student or their situation outside work, discusses student information with others who have not signed a release of information.
- Provide campus tours as a back-up (or in addition) to the normally scheduled Student Ambassadors during busy tour times.

PERFORMANCE EXPECTATIONS/CONDUCT:

The Student Specialist's first responsibility is to greet stakeholders and appropriately triage services needed. A second responsibility is to assist Welcome and One Stop Center staff with processes. Take the initiative to stay busy. When uncertain as to what needs to be done -- ask, ask, ask. This also means keeping eyes and ears open, being aware of what the staff is doing, and keeping up with phone calls. You may also have to answer questions, refer students to other resources or campus services, or even call campus security if a staff member requests it or an emergency arises. Also keep in mind that student confidentiality MUST be maintained.

NUMBER OF STUDENT'S NEEDED:
(Assume 10-15 hours per student.)

3-4 Academic Year

2 Summer (June-August)

TYPICAL WORK HOURS:

☒Daytime ☒Evening ☐Weekends

PERFORMANCE REVIEW:

Students are eligible for a wage increase after they have worked 200 hours and based on a performance evaluation. The area supervisor will assess the student employee's performance, work attendance and attitude as it relates to the job tasks, RCTC values, service attributes, core outcomes, and interaction with students, staff, and visitors.

TO INTERVIEW FOR THIS POSITION, CONTACT:

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