

JOB TITLE: Counseling Office Assistant

WORK AREA: RCTC Counseling/Advising Center

AREA HOURS: 15-20 per week

JOB RESPONSIBILITIES, DUTIES:

- Pleasantly and promptly greet students and guide them to the right person – make them feel welcome. Guide students to other departments when required. Strong English skills are required as the majority of the job includes answering phones and making appointments at the front desk.
- Maintain student confidentiality. Some examples of this would be not discussing students or their situations outside work, not discussing student information with others who have not signed a release of information.
- Make appointments for students by phone and in person at the front desk
- Direct students to the appropriate staff member
- Photo copy and file documents as requested by staff members
- Deliver and pick up mail from the mailroom by 2:30 each day
- Provide computer assistance to students at student use computers.

PERFORMANCE EXPECTATIONS/CONDUCT:

The assistant's first responsibility is to greet students and make them feel welcome. A second responsibility is to help the Counseling/Advising office run smoothly. Take the initiative to stay busy in support of the office. 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.

Other Details

- Schedule changes must be communicated to the supervisor or lead worker.
- You may take a fifteen-minute break for every four consecutive hours you work.
- Limit time spent making personal phone calls, text messaging, Facebook, etc. preferably these should be handled while off-duty. Please refrain from playing games and watching TV or movies online during work hours.
- To help maintain professionalism, avoid inviting friends to drop by and see you while you are working.
- Refer friends to an advisor for help with complicated issues.
- Please dress neatly and suitably for office work.
- Keep the work area tidy and organized. Shred confidential "trash" daily.

Will this position require any driving of RCTCs State owned vehicles or a personal vehicle?

Yes No

If you checked yes, please be aware that additional paperwork is required before the student is asked to drive.

NUMBER OF STUDENT'S NEEDED:

(Assume 10-15 hours per student.)

6 Academic Year

5 Summer (June-August) Daytime Hours

TYPICAL WORK HOURS: Daytime

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:

Contact Person: Madison Wurth
Location: Counseling and Advising Center
Phone: 507.285.7203
Email Address: madison.wurth@rctc.edu