

STUDENT JOB DESCRIPTION

JOB TITLE: Information Desk Specialist

WORK AREA: Student Services – Welcome One Stop Center

AREA HOURS: 10-20 hours per week

JOB RESPONSIBILITIES, DUTIES:

The Information Desk Specialist is to serve as a positive representative of the College and provide initial contact and support to students, visitors, and staff. The main role of the position is to welcome all that enter and direct individuals to the locations or services they need.

Duties include, but are not limited to:

- Greeting all stakeholders and visitors- make them feel welcome to campus and the space.
- Collect paperwork from students/stakeholders, as necessary.
- Communicate with Welcome and One Stop Center staff and other Student Services staff, as necessary.
- Assist other student services offices with customer service and office tasks as needed.
- Student confidentiality **MUST** be maintained. Some examples of this would be not discussing students or their situation outside work or discussing student information with others who have not signed a release of information.

PERFORMANCE EXPECTATIONS/CONDUCT:

The Information Desk Specialist's first responsibility is to greet stakeholders in a welcoming way and to be aware of the services and events taking place on campus so that they may direct students, staff, and visitors as needed. The expectation is that the Information Desk Specialist will follow Service Standards of the College to provide exemplary service to all that enter. The Information Desk Specialist will collaborate with Security and Student Affairs staff to perform their duties effectively. Personal devices are limited to work-related tasks only.

NUMBER OF STUDENT'S NEEDED:

(Assume 10-15 hours per student.)

Academic Year: 4-5 students

Summer (June-August): 3-4 students

TYPICAL WORK HOURS: Weekday shifts in the 8:00am-4:30pm timeframe. ☒ **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.

INTERVIEW FOR THIS POSITION, CONTACT:

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