

STUDENT JOB DESCRIPTION

JOB TITLE: RCTC/WSU Shared Advisor Office Assistant

WORK AREA: WSU-R SCS Suite SS128

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 of the front desk position.
- 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 in the SS127 suite of offices
- Photocopy and file documents as requested by staff members
- Deliver and pick up mail from the mailroom by 2:30 each day
- Provide computer assistance for any students using the office suite computers.

PERFORMANCE EXPECTATIONS/CONDUCT:

The primary responsibility of the assistant is to warmly welcome and assist students as they enter the office. Equally important is supporting the overall operations of the Counseling/Advising office to ensure it runs efficiently. Assistants are expected to take the initiative, stay engaged, and seek guidance when unsure—never hesitate to ask questions. This includes being attentive to office activity, staying on top of phone calls, and observing where help may be needed. Duties may also involve answering general questions, directing students to appropriate campus resources, or contacting campus security if requested by staff or in the event of an emergency. Above all, strict adherence to student confidentiality is always required. Other Details:

- Schedule changes must be communicated to the supervisor or lead worker.
- A 15-minute paid break is allowed 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 students to an advisor for help with complicated issues.
- Dress neatly and suitably for a professional office setting.
- Keep the work area tidy and organized.
- Assist with WSU "project" work when time allows and as requested.

NUMBER OF STUDENT'S NEEDED:

(Assume 10-15 hours per student.)

1 Summer (June-August) Daytime Hours

1 Academic Year

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: Paula Carlsen
Location: SS128 WSU-Rochester Student and Campus Services suite
Phone: 507.536-5385
Email Address: paula.carlsen@rctc.edu