

STUDENT JOB DESCRIPTION

JOB TITLE: Academic Success Center (ASC) Receptionist

WORK AREA: Academic Success Center, GL 235

AREA HOURS: 8am – 7pm Monday – Thursday, 8am – 5:30pm Friday

JOB RESPONSIBILITIES, DUTIES:

The Academic Support Center receptionists provide customer service support for the Academic Support Center (ASC). The receptionist must be reliable, punctual, enthusiastic, professional and willing to help others. Candidates for this position should possess excellent customer service skills, display professionalism, and provide the support necessary to keep the ASC running smoothly.

Responsibilities:

- Greet students warmly and promptly.
- Monitor and enforce the computer sign-in/out process to ensure accurate data collection.
- Make students feel welcome in the ASC.
- Explain ASC guidelines, schedules, and services.
- Answer student questions and direct them to the appropriate tutor.
- Assist students with technology tasks like scheduling ASC appointments, printing, accessing D2L, RCTC email, Tutor.com.
- Answer the telephone.
- Keep the area neat and organized.

PERFORMANCE EXPECTATIONS/CONDUCT:

The ASC receptionists are expected to adhere to RCTC values and mission, communicate professionally, be approachable and attentive to student and staff needs and requests, respect all people, encourage and embrace collaboration, and work to foster a welcoming environment.

Professionalism:

- Consistently maintain a welcoming and helpful attitude in all interactions.
- Demonstrate awareness of room activity and student needs.
- Maintain a tidy and organized work environment. Push in chairs, clean tables/computers/reception desk as needed. Report issues to your lead worker as needed.
- Limit use of personal devices during work hours; avoid personal calls, texting, or using social media.
- Refrain from inviting friends to visit during your shift.
- Dress appropriately for a professional office setting.

Record keeping:

- Communicate any schedule changes to your lead worker in advance.
- Turn in payroll forms to be granted access to eTime via e-Services under Student Employment.
- All hours must be recorded the day they are worked.
- Complete student worker training when assigned.
- You are entitled to a 15-minute break for every four consecutive hours worked.

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

0 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:

Contact Person: Cathy Ellstrom

Location: GL235

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