

STUDENT JOB DESCRIPTION

JOB TITLE: LTC – Student Employee

WORK AREA: Library Technology Center

AREA HOURS Semester Hours: Monday – Thursday 8-8 pm, Friday 8-4:30 pm and Saturday 9-1 pm

JOB RESPONSIBILITIES, DUTIES:

- Assist students with logging into campus computers and printing.
- Promptly report any technical issues with computers or printers by submitting a work order through TDX via email
- Keep printers stocked with paper and ensure an adequate supply of essential items such as paper, staples, antibacterial wipes, and tissues for student use.
- Notify your supervisor when supplies are running low so they can be replenished in a timely manner
- As the Learning Technology Center (LTC) is part of the library, Help maintain a quiet and respectful environment conducive to studying and academic work.

PERFORMANCE EXPECTATIONS/CONDUCT:

Attendance: Be punctual and reliable. Arrive on time for your scheduled shifts and record your hours in eTime at the end of each shift. If you are unable to work your scheduled time, notify your supervisor as soon as possible via email, text or Microsoft Teams.

Attitude: Maintain a positive and respectful attitude toward co-workers, students, faculty and staff. A friendly, proactive mindset is essential to delivering excellent customer service and fostering a supportive work environment.

Appearance: Dress in casual, neat attire that reflects professionalism. Avoid clothing with holes or revealing outfits. Remember, you represent the college – wear your name badge during every shift.

Visitors: Personal visitors are not allowed during your scheduled work hours. Please inform your friends that you are unavailable for visits while working.

Homework: You may work on homework only during downtime when there are no customers or tasks requiring your attention.

Please refrain from playing video games or watching movies during your shift-especially content that may distract you to the point where you don't notice someone approaching the counter. Your attention should remain on providing prompt and helpful service.

If you choose to wear earbuds, only use one earbud, and make sure it is NOT in the ear facing the customer service area. This ensures you always remain alert and approachable.

NUMBER OF STUDENT'S NEEDED:

(Assume 10-15 hours per student.)

Academic Year 3-4

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: Rebecca Kruetefeldt

Location: Technology Support Center GL100

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