

STUDENT JOB DESCRIPTION

JOB TITLE: Human Resources Student Employee / Office Assistant

WORK AREA: RCTC Human Resources

AREA HOURS: 8.00 am – 4.30 pm

JOB RESPONSIBILITIES, DUTIES:

The Human Resources Student Worker / Office Assistant provides front-line support to the HR department by delivering excellent customer service to employees, applicants, and visitors. This role is responsible for answering phone calls, responding to inquiries, scheduling appointments, and assisting with general administrative tasks to ensure the smooth operation of HR services.

Key Responsibilities:

- Greet and assist employees, applicants, and visitors in a professional and friendly manner.
- Answer and route incoming phone calls; respond to general HR-related questions.
- Schedule appointments and maintain calendars for HR staff.
- Perform light administrative tasks such as filing, data entry, and handling correspondence.
- Support HR team members with special projects as needed.

Qualifications:

- Strong interpersonal and communication skills.
- Excellent customer service focus.
- Ability to manage multiple priorities in a fast-paced environment.
- Proficiency with Microsoft Office and scheduling tools preferred.

PERFORMANCE EXPECTATIONS/CONDUCT:

- Demonstrate professionalism, courtesy, and a service-oriented approach in all interactions.
- Maintain confidentiality of all employees, applicants, and organizational information in accordance with HR policies and legal requirements.
- Communicate clearly and respectfully, both verbally and in writing.
- Arrive on time, manage workload efficiently, and meet established deadlines.
- Take the initiative to anticipate needs and provide proactive support to HR staff.
- Collaborate effectively with colleagues, contributing to a positive and inclusive workplace culture.
- Follow all workplace policies, procedures, and safety guidelines.
- Represent the HR department and the organization positively to employees, applicants, and the public
- Other Expectations:
 - Schedule changes must be communicated to an HR staff member in a timely manner.
 - Fifteen (15) minute breaks may be taken for every four consecutive hours worked.
 - Limit time spent making personal phone calls, text messaging, Facebook, visits from friends, etc.
 - Attire is neat and suitable for office work.
 - Workstation is kept tidy and organized, and confidential documentation is secured before leaving work.

NUMBER OF STUDENT'S NEEDED: 2
(Assume 10-15 hours per student.)

Academic Year

Fall/Spring (August-May)

TYPICAL WORK HOURS: 11 am – 3 pm

☒ 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: Marco Schmidt-Salcedo

Location: Human Resources

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Proxy Access Granted To: Amanda Melin