FEDERAL WORK STUDY PROGRAM

 College CAP Center Receptionist Worker

Location: Henry County Center 7:30 a.m. - 6:00 p.m.

Supervisor: Susan Murray Hourly Rate: $10.00

Under general supervision, provides assistance to students, instructors, and staff members while working in the office of the CAP Center. Greets visitors in a pleasing manner; determines the nature of their business, and provides appropriate information as needed; answers, screens and routes telephone calls promptly and courteously to appropriate staff; delivers complete, accurate and legible messages in a timely manner. Properly responds to all inquiries and requests for information in a courteous and timely manner.

Responsibilities include greeting and assisting students, faculty, and staff visiting the office. Duties may involve directing students to appropriate resources (tutoring, the NET, Student Services, Financial Aid) to also include walking the individual to the designated location. May also assist with troubleshooting student technology issues in SAM, Pearson Labs, Internet, Banner, Blackboard and Microsoft Office. Monitor the classroom/office and manage the check-in kiosk. Keep computers and desks dusted and clean, chairs arranged neatly. Type documents and complete special projects or run errands as requested.

Accepts direction and feedback from supervisors and follows through appropriately.

Works when scheduled; begins and ends work as expected; calls in according to policy when arriving late for work or when absent; observes policies on break and lunch periods; uses work time appropriately.

Demonstrates eagerness to learn and assume responsibility; seeks out and accepts increased responsibility; displays a "can do" approach to work.

Shows persistence and seeks alternatives when obstacles arise; seeks alternative solutions; does things before being asked or forced to by events.

**Minimum Qualifications:**
Excellent interpersonal and customer service skills; self-starter; highly organized; and strong verbal communications skills. Professional dress; knowledge of college activities and operations; must be a regular user of student email, Banner, and Blackboard; ability to utilize a copy and fax machine; above-average proficiency in Microsoft Office, Internet, computer and printer settings; knowledge of Pearson student learning systems in order to assist and offer advice to students.