

FEDERAL WORK STUDY PROGRAM

College Special Services Worker-Griffin

Location: Griffin 7:30 a.m. – 6:00 p.m.

Supervisor: Toni Doaty Hourly Rate: $10.00

Under general supervision, provides assistance to students, instructors, staff members and the general public while working in the Special Services Department. Greets college visitors in a pleasing manner; determines the nature of their business, and provides appropriate information to other employees 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.

Assists with staging student workshops; helps to collect and submit student applications for special services/special needs for review; assists in the distribution of program information; assists with program inventory; assists with maintaining an orderly and clean environment in and around the classroom and/or office; provides administrative support such as typing, filing, ordering supplies, shredding documents, data entry, sorting mail, etc., performs other duties as necessary.

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:**
Self-starter, excellent interpersonal and customer service skills; highly organized, strong verbal communications skills. Knowledge of proper phone etiquette; ability to maintain professional dress; knowledge of phone system operation; knowledge of college activities and operations; ability to utilize a copy and fax machine; must be detailed oriented.