

FEDERAL WORK STUDY PROGRAM

Student Support Services Worker

Location: Griffin 8:00 a.m. – 5:30 p.m. some evening and weekends

Supervisor: Cherryl Burks Hourly Rate: $10.00

 Under general supervision, provides assistance to students, instructors, staff members and the general public while working in the Support Services department; greets customers in a pleasing manner, answers questions from students, instructors, staff members and the general public; 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 the set-up and removal of materials from college events and athletic games; distributes a variety of media to the college community and the general public to help advertise events.

Copies, distributes and files appropriate letters, transcripts, memoranda, reports and other materials in an organized manner; assists with maintaining an orderly and clean environment in and around the office, keeping the areas clear of clutter, free of litter; provides administrative support such as typing, filing, ordering supplies, shredding documents, data entry, sorting mail, scanning documents, etc., performed 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:**
Highly organized, strong communications skills and ability to solve problems. Excellent project management skills; Ability to manage time efficiently and handle multiple tasks; Detail-oriented with ability to perform tasks under pressure; Familiar with basic Microsoft Office applications; self-starter, excellent interpersonal skills. Experience in event planning and staging; experience with athletic events; ability to market events, or related field and/or equivalent work experience in retail sales and marketing with an emphasis in customer service. Must have the ability to routinely lift up to 25 pounds, bend, and stoop and stand at times for extended periods.

The Technical College System of Georgia and its constituent Technical Colleges do not discriminate on the basis of race, color, creed, national or ethnic origin, sex, religion, disability, age, political affiliation or belief, genetic information, disabled veteran, veteran of the Vietnam Era, spouse of military member, or citizenship status (except in those special circumstances permitted or mandated by law). This nondiscrimination policy encompasses the operation of all technical college-administered programs, programs financed by the federal government including any Workforce Innovation and Opportunity Act (WIOA) Title I financed programs, educational programs and activities, including admissions, scholarships and loans, student life, and athletics. It also encompasses the recruitment and employment of personnel and contracting for goods and services.