

# **FEDERAL WORK-STUDY**

## **ADVISING & RETENTION**

### **FRONT DESK ASSISTANT**

*This is a part-time, Federal Work-Study position that reports to the Director of Advising & Retention and is located on the main JWCC campus in Quincy, Illinois.*

#### **POSITION DESCRIPTION/DUTIES**

This position provides direct front desk support to the advising & retention specialist, academic advisors, records staff, and students. Routine tasks and responsibilities are required, as well as ensuring office policies and processes are executed properly and timely.

- Exhibit exceptional customer service skills.
- Answer phones and route calls - take accurate, detailed messages in instances when no one is available.
- Keep all student information confidential.
- Assist in scheduling student registration appointments.
- Notify advisors of appointments as they arrive.
- Facilitate the movement of all walk-ins and direct them to available academic advisor.
- Dress appropriately and act in a professional manner.
- Type, photocopy, organize files, distribute mail, and other tasks as assigned.
- Keep work area neat and clutter-free.

#### **QUALIFICATIONS**

Students applying for this position will need to be current JWCC students. Eligibility to work within the Work-Study program is required. Ability to use Microsoft Office, multi-task and maintain a high-level of confidentiality. Strong communication and customer service skills a plus.

#### **SALARY**

IL minimum wage

#### **APPLICATION**

Students who are interested in this position will need to complete a Federal Work-Study application. Please select "Advising and Retention" to apply for this specific role. Once eligibility is approved, your application will be forwarded on to the department supervisor.

*Applications from qualified persons who are members of racial or ethnic minorities, women, individuals with disabilities, and veterans are encouraged to apply. John Wood Community College is an Equal Opportunity/Affirmative Action employer and does not discriminate on the basis of race, color, national or ethnic origin, sex, religion, disability or other factors prohibited by law.*