

Federal Work Study Program Job Description

Job Title	Office Assistant	Job Classification	Office Assistant	
Department	Counseling & Advising	Employer	Main Campus 7932 Opossumtown Pi	
Team	Learning Support	Office Location	Jefferson Hall	
Phone	301-846-2471	Room Number	200	Rate of Pay \$11.50
	Supervisor	Employment Beginning	Employment Ending	
	Anne Scholl-Fiedler	Spring 2020 (Jan-May)	Summer 2020 (May-June 30)	

Department Job Descriptions are approved on a yearly basis (July 1, 2019– June 30, 2020) and should reflect the needs of the Department for the upcoming year. Individual student work agreements are written on a semester by semester basis.

Purpose/Role within the Organization

Peer Advisors in the College and Career Readiness Center will greet visitors as an initial point of contact for current students, as well as other visitors to the Center. This position is responsible for providing a friendly welcome to the center and conducting an initial assessment of needs while the visitor is waiting for their appointments with staff.

Job Duties & Responsibilities

Greet all visitors who enter the Center and inquire about the purpose of their visit.
 Assess needs and ask appropriate questions to determine relevant resources that the visitor may need from Admissions, Counseling, Advising, Career, and Transfer.
 Assist visitors with accessing resources including the Degree Plans in Peoplesoft, ARTSYS, Career Coach, College Central Network, and Focus2, as well as other online resources
 Provide information about upcoming events including employer and college visits, Registration periods, and Academic programs.
 Provide assistance to students in the computer lab/resource area with class registration.
 Provide referrals to appropriate staff members for follow up.
 Keep the Center organized and stocked with materials.
 Answer phones and provide appropriate information as needed.
 Monitor flow of NEMO-Q check in system.
 Assist with events to include preparation before the event and day of the event assistance with logistics for ROAR, Career, and Transfer.

Preferred Skills & Qualifications

- 1.) Prior customer service experience.
- 2.) Ability to provide resources to visitors that includes navigating software platforms.
- 3.) Ability to multi-task and adapt to changing work situations.
- 4.) Good communication and organizational skills.

Student must have financial need based on the FAFSA

Evaluation Procedure & Schedules 30 Day Student Worker evaluations are recommended but not required.