



STUDENT EMPLOYMENT OPPORTUNITY

Job Title: Student Services Front Office Assistant

Rate of Pay: \$7.95

Begin Date: 08/22/2011

End Date: 05/11/2012

Work Site: Neal Campus Kingman, Bldg. 107

Supervisor's Name: Shirley Johnson Craft

Specific duties performed on a regular basis:

1. Greet and direct customers through telephone calls, face-to-face interaction, and emails.
2. Determine customer needs and take appropriate action.
3. Print paperwork for counseling sessions and filter customer's questions and requests.
4. Schedule counseling staff appointments and call to confirm next day appointments.
5. Attend scheduled student staff meeting and professional development meetings.
6. Assist with Dual Enrollment tasks when needed.
7. Input information into database.
8. Open and close the office.
9. Copy needed information when necessary and submits work requests to production center.
10. Prepare registration packets.
11. Assist with a full range of department's projects.
12. Create flyers, brochures, and posters.
13. Maintain bulletin boards.
14. Assist with maintaining and filing folders.
15. Research and print jobs for Jobs Board.
16. Assist in maintaining both electronic and paper handouts for front office area.
17. Provide customer assistance with electronic services orientation.
18. Assist with Early Alert program.

Skills/Qualifications needed:

1. Excellent customer service skills.
2. Good communication skills; listening, verbal, and written.
3. Willing to learn MCC's services, academic programs and specific policies and procedures related to the department of student services and MCC.
4. Familiar with Microsoft Word and Excel. Willing to learn other software programs supported by Academic and Career Services.
- 5.

Things your supervisor would like a student employee to understand about working in this department:

Position is highly visible and meets customers throughout entire day. Ability to multi-tasked and a willingness to be flexible during peak periods in the office. Committed to providing customer service excellence and implement "Dreamographer Cores" values. Become a team member and willing to provide feedback in a fast-paced work environment. Excellent experience to add to resume and obtain a work reference. Potential to learn more about educational system and operational functions of an office.