

STUDENT JOB DESCRIPTION

JOB TITLE: Learning Center Receptionist

WORK AREA: Learning Center, GL235

AREA HOURS: 9a-5:30p Monday through Thursday; 8a-4:30p Friday.
A total of 40 student work-hours are needed.

JOB RESPONSIBILITIES, DUTIES:

The Learning Center receptionists provide administrative support for the Learning Center (LC). Responsibilities include greeting students when they enter the LC, monitoring sign-in/out process, identifying students' academic need, assuring that students are directed to the right tutor, and answering the telephone. Candidates for this position should possess excellent customer service skills, display professionalism, and provide the support necessary to help keep the LC running smoothly.

Duties:

- Greet and monitor sign-in and out; direct students accordingly.
- Prepare written correspondence or promotional material as directed by CLA's or faculty.
- Oral communication: answer telephone, explain LC guidelines and standards, communicate schedules and services provided, assist students with computer sign on and printing.
- Organization: Keep reception area and business equipment in clean, working order; report issues as needed; monitor and restock supplies.

PERFORMANCE

PERFORMANCE EXPECTATIONS/CONDUCT:

The LC receptionist must be reliable, punctual, enthusiastic, professional and willing to help others. A key function is greeting and ensuring students feel welcome. The Receptionist must learn the LC schedule and services provided, and direct students accordingly. The Receptionist will also assure accurate data collection by requiring students to sign-in or sign-out by the method determined.

The LC Receptionists are expected to adhere to RCTC values and mission, communicate professionally, be approachable and attentive to student and staff needs and requests, respect all people, encourage collaboration where appropriate, and work to foster a welcoming environment. The LC is a high traffic area with lots of service variety and learning opportunities.

Will this position require any driving of RCTC's State owned vehicles or a personal vehicle?

Yes No

If you checked yes, please be aware that additional paperwork is required before the student is asked to drive.

NUMBER OF STUDENTS NEEDED:

3 Academic Year 0 Summer (June-August)

TYPICAL WORK HOURS: Daytime Evening Weekends
PERFORMANCE REVIEW:

Students are eligible for a wage increase after they have worked 200 hours and based on a performance evaluation. The area supervisor will assess the student employee's performance, work attendance and attitude as it relates to the job tasks, RCTC values, service attributes, core outcomes, and interaction with students, staff, and visitors.

TO INTERVIEW FOR THIS POSITION, CONTACT:

Contact Person: Cathy Ellstrom
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