

# STUDENT JOB DESCRIPTION

**JOB TITLE:** Information Desk Specialist

**WORK AREA:** Student Affairs

**AREA HOURS** 10-20 hours per week

**JOB RESPONSIBILITIES, DUTIES:**

The Information Desk Specialist is to serve as a positive representative of the College and provide initial contact and support to students, visitors, and staff. The main role of the position is welcome all that enter and direct individuals to the locations or services they need.

Duties include, but are not limited to:

- Greet all stakeholders and visitors- make them feel welcome to campus and the space.
- Collect paperwork from students/stakeholders as necessary.
- Communicate with Welcome and One Stop Center staff and other Student Services staff as necessary.
- Assist other student services offices with customer service and office tasks as needed.
- Student confidentiality **MUST** be maintained. Some examples of this would be not discussing student or their situation outside work, discusses student information with others who have not signed a release of information.

**PERFORMANCE EXPECTATIONS/CONDUCT:**

The Information Desk Specialist's first responsibility is to greet stakeholders in a welcoming way and to be aware of the services and events taking place on campus so that they may direct students, staff, and visitors as needed. The expectation is that the Information Desk Specialist will follow Service Standards of the College to provide exemplary service to all that enter. The Information Desk Specialist will collaborate with Security and Student Affairs staff to perform their duties effectively.

Will this position require any driving of RCTCs 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 STUDENT'S NEEDED:**

(Assume 10-15 hours per student.)

Academic Year: 4-5 students

Summer (June-August): 3-4 students

**TYPICAL WORK HOURS:** Weekday shifts in the 8:00am-4:30pm time frame.  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: Sue Eckenrode  
Location: Welcome One Stop Center  
Phone: 507.285.7557  
Email Address: susan.eckenrode@rctc.edu