Feather River College

Student Employment Job Description

JOB TITLE:

Counseling and Advising Office Student Assistant

JOB DESCRIPTION:

Under direct supervision, perform a variety of clerical and technical tasks such as: greet students and visitors, answer phones, appointment scheduling, filing, data entry and sort mail.

ESSENTIAL DUTIES:

- Serve as receptionist/first point of contact for the Counseling and Advising Office
- Schedule appointments for the Advisors and Counselors
- Answer phones on a multi-line phone system
- File documents in student folders
- Answer basic questions and show students and prospective students how to access and use online services
- Operate a variety of standard office equipment such as a computer (Word, Excel, BANNER Student Information System), copier, fax and printer

MINIMUM QUALIFICATIONS

BASIC KNOWLEDGE OF:

- Confidentiality (FERPA)
- Basic business arithmetic and operations in Excel
- Basic computer operations and the use of word processing
- English composition, grammar, spelling and punctuation

SKILLS IN:

- Customer Service
- Office procedures and equipment
- Interpreting and applying procedural instructions
- Organizing and maintaining files, records, logs and documentation
- Effective oral and written communications
- Establish and maintain effective working relationships with those contacted in the course of work
- Work effectively in an environment with frequent interruptions

DESIRABLE QUALIFICATIONS

- Customer service experience or work in an office setting

PHYSICAL CHARACTERISTICS:

- Vision sufficient to read computer screens, handwritten, and printed documents
- Manual dexterity to operate keyboards, manipulate papers, answer phone
- Speech and hearing to communicate effectively with individuals

- Bending and reaching to obtain or replace files and records.

WORK SCHEDULE:

Flexible: Work availability between 8:00am-4:30pm, Monday - Friday

TO APPLY:

Please submit a completed application for Student Employment and Class Schedule Form to the Advising/Counseling Center. Hard copies are available at the Advising/Counseling Center or submit a completed online Student Employment Application.