



Student Labor Position Description

Multi Work-Learning-Service Level Form

(For combining up to two Work-Learning-Service levels (WLS) on the same form)

Department Name: Office of Academic Services

Org. #: 2016

Position Title: Advanced Program Assistant

WLS Levels: 3 -- 4 Position Codes: S37322 , S37406

Contract Hours: As defined by the status form and/or the grade level descriptions

Current Revision Year: 2011

WORK-LEARNING-SERVICE LEVELS (WLS)

- **WLS 1 – Entry Level** – This level is assigned to the following:
 1. All entering students during the first year of enrollment (or first term if entering mid-year); and
 2. Students of any classification whose work is characterized by highly structured tasks or outcomes, relatively low level or number of skills required, typically repetitive or routine tasks, and requiring direct supervision of worker results
- **WLS 2 – Intermediate Level** – This work typically involves less direct supervision than WLS Level 1, perhaps more work variety, and requires some independent exercise of judgment along with an increasing knowledge of the job.
- **WLS 3 – Skilled Level** – The work is typically skilled, requires little direct supervision, requires independent judgment on procedures, has variety and depth. The work includes helping in the training of others and the expectation of contributions toward improvement of the way work is carried out.
- **WLS 4 – Advanced Level** – Normally involves the supervision of other students, the ability to apply advanced skills, and the capacity to assume higher levels of responsibilities for departmental operations. As with WLS Level 3, the work is typically skilled, requires little direct supervision, allows for independent judgment on procedures, and has variety and depth. The work includes helping in the training of others and the expectation of contributions toward improvement of the way work is carried out. Labor Departments may require WLS level 4 positions to be more than the minimum 10 hour commitment; if so, the Status Form will reflect this requirement.
- **WLS 5 – Management Level** – **Must be a 15 hour commitment – Allocation of a WLS Level 5 is limited and must be approved by the Dean of Labor / Labor Team.** *Prerequisite: One term at WLS level 3 or 4 and no forms of academic, labor, or social probation.*

This level demands an understanding of departmental policies and relationships. Students are expected to develop and model strong interpersonal / communication skills in the workplace. In addition, students must demonstrate autonomy, high level skills, and assume advanced level responsibilities for departmental functions and/or programs. This level is assigned to the following:

 - Student managers in the department; or
 - Students responsible for managing highly technical positions within the department; or
 - Master level student artisans
- **WLS 6 – Director Level** – **Must be a 15 hour commitment – Allocation of a WLS level 6 is limited and must be approved by the Labor Program Council.** *Prerequisite: One term at level 4 or 5 and no forms of academic, labor, or social probation.*

Students assigned to this level serve as role models as workers and as students, displaying behaviors and values that are consistent with the Berea College Workplace Expectations -- both on and off the job. These positions require the highest levels of worker autonomy, advanced skills sets, and supervisory responsibilities for individuals, student managers, and departmental operations. Students must be involved in the following:

 - Supervision of other student managers; or
 - Supervision of students in highly technical positions
- **WLS UC – Unclassified** – The positions of Student Government Association President, Campus Activities Board chair, chimes Editor, and pinnacle Editor are unclassified. These positions involve the highest levels of autonomy and responsibility as in the case of WLS level 6 positions.

I. WLS Levels 3 -- 4

II. Description Of Duties For This Position:

A. The following duties are assigned to WLS level 3:

1. Assist Program Assistants with duties including receptionist duties, filing, mailing, copying, organizing materials, answering correspondence, and inquiries with in-office guests.
2. Answer the phone and takes clear precise messages
3. Run errands as necessary
4. Arrange meetings or reserve rooms as necessary
5. Schedule appointments for office staff
6. Assist with Family Day and/or Summer Connections as needed
7. Assist with Social Networking Sites
8. Uphold confidentiality standards and assist with confidential information, such as processing First Alerts and Performance Checks

9. Enter\retrieve data from BANNER
10. Process office forms (Extension of Terms, Graduate School Application & Travel Grants, etc.)
11. Assist with Graduate School Information (Application & Travel Grants, Information Booklets, Graduate School\Career Fairs, Fellowships and Grants)
12. Perform other job-related duties as assigned

B. In addition, WLS level 4 would be responsible for the following duties:

1. Serve as a liaison with other campus departments (Printing Services, Media Services, IS&S, etc.)
2. Assist with planning and implementation of Family Day and\or Summer Connections, as needed
3. Coordinate Financial Aid, Career Development, and the Learning Center for possible workshop opportunities
4. Help train new student labor
5. Prepare labor schedule

III. Learning Opportunities For This Position:

A. The following are learning opportunities for WLS level 3 :

1. Will develop attributes appropriate grade level for student involvement
2. Will learn general office procedures and skills
3. Will be trained in more specific areas of the department to lead to increase WLS level
4. Spreadsheet, Database, and Word-Processing programs (Microsoft Office Applications)
5. Time Management, schedule maintenance, and organizational skills
6. Will begin to develop an understanding of self-initiative, an awareness of job-related needs, and the ability to identify and solve problems, and an understanding of the roles and standards of leaders
7. Will learn to develop a sense of participation and how to work together with others
8. Willingness to learn, follow directions, pay attention to details, and accept constructive criticism

B. In addition, the following are learning opportunities for WLS level 4 :

1. Effective communication with administration
2. Written, verbal communication and interpersonal skills
3. Will be trained to follow through complex detail-oriented tasks involving primary research compiling and reporting data
4. Learn basic supervisory skills
5. Learn effective methods to set project outlines and deadlines and follow through timely completion.

IV. Qualifications Needed For This Position (Indicate Any That Are WLS Level Specific):

- A. Ability to remain on task
- B. Be attentive to detail
- C. Display behavior and values consistent with Berea College
- D. Previous office experience (at WLS 2)
- E. Excellent computer skills and other office skills
- F. Good standing academically due to type and volume of work expected in the Office of Academic Services
- G. For WLS 4: Excellent work record with proven efficiency, confidentiality, familiar with policies and procedures related to the maintenance of records in OAS
- H. High interest in learning
- I. Willingness to share concerns and help resolve problems