



# 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: Program Assistant

WLS Levels: 1 -- 2 Position Codes: S371111 , S37246

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

Current Revision Year: 2011

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### 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, 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.
- **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.

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#### I. WLS Levels 1 -- 2

#### II. Description of Duties for This Position:

A. The following duties are assigned to WLS level 1:

1. Perform receptionist duties such as filing, mailing, copying, organizing materials, answering inquiries, and correspondence with in-office visitors
2. Answer the phone and take clear, precise messages
3. Run errands as necessary
4. Arranges meetings or reserve rooms as necessary
5. Schedule and appropriately record appointments for office staff
6. Assist with events as needed (Family Day, Summer Connections, etc)
7. Assist in maintaining social networking sites

8. Assist with confidential First Alert and Performance Checks while maintaining confidentiality standards
9. Process office forms (Extension of Term Requests, Graduate School Application Travel Grants, etc)
10. Fax materials as requested
11. Handle correspondence and mailings as requested
12. Assist in the collection of materials for the Student Admissions and Academic Standing Committee
13. Perform other job-related duties as assigned, including light janitorial duties

B. In addition, WLS level 2 would be responsible for the following duties:

1. Serve as office liaison with other campus departments (IS&S, Printing Services, Media Services, etc) as needed
2. Assist with planning and implementation of events (Family Day, Summer Connections)
3. Coordinate with the other campus departments (Financial Aid, Career Development, the Learning Center, etc) for possible workshop opportunities
4. Assist with program analysis\institutional research and data analysis

### **III. Learning Opportunities for This Position:**

A. The following are learning opportunities for WLS level 1 :

1. Will gain an understanding of office procedures and office-based skills
2. Will learn or gain better understanding in Microsoft Office programs
3. Will begin to develop an understanding of the importance of self-initiative, an awareness of job-related activities, the ability to identify and solve problems, and an understanding of the roles and standards of leaders
4. Will learn to develop a sense of participation and how to work together with others
5. Will learn to follow directions, pay attention to details and accept constructive criticism
6. Will develop attributes appropriate to WLS level 1, but will have the opportunity to be trained in more specific areas of the department in preparation for advancement to WLS level 2

B. In addition, the following are learning opportunities for WLS level 2 :

1. Will learn effective communication techniques
2. Will further develop verbal, written, and interpersonal communication skills
3. Will be trained to follow through on complex, detailed tasks involving primary research compiling and reporting data.

### **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 Academic Services
- G. High interest in learning
- H. Willingness to share concerns and help resolve problems