



# 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: Center for International Education

Org. #: 2062

Position Title: Technology Coordinator

WLS Levels: 3 -- 4 Position Codes: TBA , TBA

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

Current Revision Year: 2010

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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, 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 3 -- 4

#### II. Description Of Duties For This Position:

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

1. Maintain department website (in collaboration with Web Content Manager)
2. Use appropriate software for creation of posters, flyers, and other promotional materials
3. Conduct basic computer training for department staff and student employees
4. Provide one-on-one assistance for basic software and hardware issues
5. Understand department and institutional policies
6. Perform other duties as assigned

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

1. Demonstrate a higher level of responsibility for technology needs
2. Coordinate implementation of new technology and upgrades

**III. Learning Opportunities For This Position:**

- A. The following are learning opportunities for WLS level 3 :
  - 1. General office skills
  - 2. Customer service skills
  - 3. Computer troubleshooting/software use and repair
  - 4. Mentoring/teaching skills
  
- B. In addition, the following are learning opportunities for WLS level 4 :
  - 1. Advanced software use and productivity
  - 2. Organizational and project management skills

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

- A. Advanced computer skills
- B. Advanced software knowledge
- C. Experience with software assistance or training
- D. Interest in learning and growing further in the field of technology
- E. Cheerful, helpful demeanor
- F. Excellent organizational skills and attention to details
- G. Excellent written and oral communication skills
- H. Ability to work in a diverse environment