



# Student Labor Position Description

## Single WLS Level Form

Department Name: Draper Office

Org. #: 2120

Position Title: Office Associate

WLS Level: 3 Position Code: S81312

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

Current Revision Year: 2009

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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:

  1. Student managers in the department; or
  2. Students responsible for managing highly technical positions within the department; or
  3. 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:

  1. Supervision of other student managers; or
  2. 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 Level: 3

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

- A. Familiar with day-to-day operations of the office.
- B. Skilled user of Microsoft Office 2007 (Outlook, Word, Excel, Power Point) and able to train others.
- C. Word process correspondence, tests, and other documents.
- D. Prepare, print, and collate course materials.
- E. Take phone calls and messages, and forward calls.
- F. Able to answer most questions that faculty, students and visitors ask.
- G. Will learn how to develop a classroom schedule book for the building.
- H. Must know most Building Director functions: location and schedule of faculty and classes. Know how to communicate with Facilities Management regarding physical problems in the building--who to call for recycling, when a classroom is free for workers to do repairs, what to do in an emergency.
- I. Capable of handling an incoming emergency call from a faculty member--know procedures for cancelling classes, calling department chairs, sending emails when appropriate.

- J. Able to trouble shoot and answer most computer related questions and figure out knotty computer problems for faculty.
- K. Capable of doing basic trouble shooting for the media equipment in the classrooms of Draper Building when faculty need assistance. Will train other student workers to learn the basics regarding the media equipment.
- L. Should know how to scan documents and save in different formats, download printers to computers and instruct faculty how to do so; perform hard drive maintenance, install printer cartridges.
- M. Provide assistance and training for public photocopier users.
- N. Oversee laser-printing logs.
- O. Send and receive faxes and train faculty and students how to do so.
- P. Knows how to use laminator.
- Q. Ensure that chalk and erasers are kept supplied to classrooms in Draper Building.
- R. Ensure that Draper Building bulletin boards are current and tidy.
- S. Help vacuum and dust the office, take out trash, and general cleaning.

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

- A. Improved leadership and management skills.
- B. Obtain good experience for future employment.
- C. Develop communication skills with a very diverse group of people.
- D. Will be eligible for a manager position after a year in this position.

**IV. Qualifications Needed For This Position:**

- A. This student will hold a minimum Sophomore classification.
- B. Must be skilled user of Microsoft Office 2007 and able to instruct others.
- C. Independence of judgment and instructional abilities.
- D. Ability to exercise discretion in communication with other people regarding confidential information.
- E. Strong communication and interpersonal skills.
- F. Reliable.
- G. Must be able to answer the phone.
- H. Must be able to climb stairs and lift and use a vacuum.