

STUDENT LABOR POSITION DESCRIPTION

Facilities Management

Most Recently Updated 03/15/99

Position Title: Student Office Assistant
Must work 10 hrs/wk.

1 Grade Level: 3

2a Description: The following are the essential duties for a Student Office Assistant in the Maintenance office of the Facilities Management Department:

- A. Process invoices for payment.
- B. Enter payments on Banner computer system.
- C. General computer input of work orders, Motor Pool data, labor, etc.
- D. Motor Pool scheduling and billing.
- E. Customer service to walk-in and phone-in customers.
- F. Perform other job-related duties as assigned.

2b Description: The following are *possible additional* duties for this position:

- A. Assist in supervision of students in Grade 1 and 2 positions.
- B. See that the workplace and environs are clean.

3 Learning Opportunities:

- A. Develop the attributes appropriate to Grade 3 positions: an understanding of the importance of initiative; awareness of job-related needs; ability to identify problems; analytical ability; problem-solving ability; and an understanding of the role of standards and leaders.
- B. Use of office machines.
- C. Knowledge of computers and computer programs.
- D. Customer service skills.
- E. Accounting procedures.
- F. Possibly develop beginning supervisory experience.

4 Basic Qualifications:

- A. General: Dependability, willingness to learn, pleasant attitude, ability to work with minimal supervision.
- B. Skill: Basic keyboarding, knowledge of computer programs although these are performed under direct supervision.
- C. Physical: no limitations.
- D. Academic: none.

5 Desirable Qualifications:

- A. Driver's license.
- B. Have taken the College's Defensive Driving course.

6 Narrative Summary: Student processed invoices and did other computer inputting; performed scheduling and billing functions, customer service for both walk-in and phone-in customers, and may have assisted with supervision of less-experienced students.