



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: TRIO: Upward Bound

Org. #: 1287/1290

Position Title: Office Assistant

WLS Levels: 1 -- 2 Position Codes: S41117 , S03314

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

Current Revision Year: 2008

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 1 -- 2

II. Description Of Duties For This Position:

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

1. Assist with preparing correspondence
2. Assist with data entry in to student database
3. Assist with maintaining student files
4. Assist with matching of receipts to Banner for compliance reasons
5. Assist Program Office Associate with preparing request for checks as needed
6. Other duties as assigned

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

1. Responsible for cleaning of office using own judgement for frequency of cleaning and what tasks must be performed in order to achieve desired results

2. Route inter-company correspondence to proper departments via CPO or directly
3. Assist with answering phone calls and routing as appropriate
4. Consolidate supplies, maintains inventory of supplies on-hand and notify office associate so that re-order may be done.
5. May occasionally attend UB field trips to serve as extra chapperone
6. Prepare correspondence to and or contact school counselors, parents and students to request forms, permissions and records.
7. Other duties as assigned

III. Learning Opportunities For This Position:

- A. The following are learning opportunities for WLS level 1 :
1. Dependability
 2. Ability to take direction
 3. Desire to learn
 4. Demonstrating the initiative to work
 5. Customer service skills
 6. Work place decorum
- B. In addition, the following are learning opportunities for WLS level 2 :
1. Phone etiquette
 2. Accountability
 3. Accuracy
 4. Ability to work independently
 5. Setting goals and achieving them

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

- A. Motivated to work and use the labor program as an opportunity to learn what it means to have a job, be relied upon and be held accountable for work produced.
- B. Comfortable with use of personal computer, various software programs as well a office equipment
- C. Demonstrated desire to learn
- D. Interest in serving others