

Work-Study On-Campus Job Description Form

Quarters Needed: SUM, FALL, WNT, SPR 2022-2023

Hiring Department: Learning Support Network – BE & SAM Learning Centers

Contact Person: Julia Buchans

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Number of open positions: 3-4

Hours needed: Varies (10-16 hours per week, on average) This position requires on-campus/in-person work for 2-3 days a week, with additional online support needed. General availability needed between the hours of 10am-4pm and Mon-Thurs.

Job Duties: Greet students at the front desk on-campus, help students make tutoring appointments, answer general tutoring questions. Answer phone calls, actively manage/host the Zoom Pro Account during tutoring hours of business (including opening the account, greeting students and tutors in the waiting room, assigning tutors and students to breakout rooms, closing down the account at the end of business), collect general student information from students and input into the Tutor Log (including name, ctLink ID, subject of tutoring needed, time of day). Access, view and manage tutor appointments within Starfish database.

Minimum Qualifications: Must be available to work in-person/on-campus 2-3 days a week. Strong work ethic, ability to work independently with general training/supervision. Great attention to detail and follow-through. Proficiency with Microsoft Office suite (Word, Excel, Outlook), ability/willingness to learn new technology, including Zoom Pro Account and Starfish database/appointment system. Excellent customer service skills. Previous success working with diverse populations, and a commitment to equity and inclusion.