

FEDERAL WORK-STUDY

ADVISING & ADMISSIONS

WELCOME DESK ASSISTANT

This is a part-time, Federal Work-Study position that reports to the Care Coach and is located on the main JWCC campus in Quincy, Illinois.

POSITION DESCRIPTION/DUTIES

This position provides direct front desk support to the advising & retention specialist, academic advisors, records staff, and students. Routine tasks and responsibilities are required, as well as ensuring office policies and processes are executed properly and timely.

- Exhibit exceptional customer service skills.
- Answer phone/email/text inquiries.
- Keep all student information confidential.
- Assist in scheduling student registration appointments.
- Notify advisors of appointments as they arrive.
- Facilitate the movement of all walk-ins and direct them to available academic advisor.
- Dress appropriately and act in a professional manner.
- Other tasks as assigned.

QUALIFICATIONS

Students applying for this position will need to be current JWCC students. Eligibility to work within the Work-Study program is required. Ability to use Microsoft Office, multi-task and maintain a high-level of confidentiality. Strong communication and customer service skills.

SALARY

IL Minimum Wage

APPLICATION

Students who are interested in this position will need to complete a Federal Work-Study application. Please select “Welcome Desk Assistant-Advising/Admissions” to apply for this specific role. Once eligibility is approved, your application will be forwarded on to the department supervisor.

Applications from qualified persons who are members of racial or ethnic minorities, women, individuals with disabilities, and veterans are encouraged to apply. John Wood Community College is an Equal Opportunity/Affirmative Action employer and does not discriminate on the basis of race, color, national or ethnic origin, sex, religion, disability or other factors prohibited by law.