



Work-Study Job Description Form

Job Title (not abbreviated):	Learning Resource Center and Student Services Greeter, #1, #2, #3, #4, #5, and #6
Department:	Student Services
Reports To:	Phoenix Tong, Carmen Pineda, Dorothy Chaves
Supervision:	Phoenix Tong, Carmen Pineda, Dorothy Chaves
Date Created/Revised:	9/13/2016
Incumbent:	

General Description:

The role of this position is to welcome students into the LRC, while occupying the entrance desk and direct students to appropriate tutors, other departments.

The student(s)'s main office will be in the LRC. There will be times that the student will be asked to be at the Student Services office or the advisors' office, located in the 7th floor, 178 Tremont Street, Boston.

We will need 6 students in this position to cover different schedules.

Specific Duties:

- Greet students
- Assist students with sign-in database
- Direct students to appropriate tutors and /or staff
- Responsible for making sure all equipment has supplies to function and check necessary supplies needed in the LRC for students, faculty and staff use on a daily basis.
- Responsible for making photocopies as assigned by LRC staff
- Answer telephone calls and taking messages or directing telephone class as needed
- Work schedule can be one of the following:
Monday-Friday 8:30 to 12:45 or 12:30-4:45 or 5 to 9:15 p.m. Each set of hours will have a 15 min. break.

On Saturdays the work schedule is 8:30 a.m. to 3 p.m., with a .50 break, a total of 6 hrs.

Requirements:

- Excellent customer services, Bilingual (English-Spanish), Bilingual (English-Chinese), Computer literacy (use for Word). Knowledge of Internet research. Second year student.

Education / Training:

- High School Diploma