

FEDERAL WORK STUDY JOB DESCRIPTION

DEPARTMENT: Academic Advising
POSITION: Federal Work Study, Office Assistant
SUPERVISOR(S): Beth Kastl and Danny Gourley Fischer
PURPOSE / ROLE: Assist with office and clerical duties as described below
QUALIFICATIONS: Basic office skills, customer service skills, attention to detail
CONTRACT DATE: FALL/SPRING SEMESTER FOR CURRENT ACADEMIC YEAR
RATE OF PAY: STATE MINIMUM WAGE
SCHEDULE: VARIES TO ACCOMMODATE STUDENT'S CLASS SCHEDULE

DUTIES AND RESPONSIBILITIES:

First and Foremost you at EIU as Student, Work Study and this position are NOT your priority. School and your grades should always be your first priority. We will work with you regarding scheduling for course related issues (special projects, tutoring etc). DUTIES: 1) Regular use of computer, copier, and telephone. 2) Filing 3) Ability to alphabetize 4) Attention to detail 5) Interpersonal and Communication Skills 6) Ability to problem solve 7) Campus deliveries/pick-up 8) Other duties as assigned. You are the "face" of the Academic Advising Office. You may be the first point of contact for students, staff, parents, and faculty when they come into the office. This is a customer orientated position, duties include: greeting office visitors, checking in advisees for the advisors, communicating with the appropriate advisor to ensure availability (via teams, typically), answering general questions, answering/transferring telephone calls, filing, using the copier to copy and scan, using computer. Running the occasional errand, delivering or picking-up items from other departments on campus or escorting a student to a department or office on campus. EXPECTATIONS: Arrive on time, as scheduled for your shift. If you are going to miss work or be late, send Teams chat to Danny and Beth and follow up with phone call as soon as possible. You are expected to report your time worked (to the nearest 15 minutes). You are expected to be in Teams and have Outlook calendar open to assist incoming students and the advising staff during your entire shift. Dress is casual: no vulgar or obscene words or images on clothing, no short shorts/skirts, no short crop tops, and pants must be pulled up. This is NOT homework time. If it's slow you may work on homework or read, but that is not always possible, you should allow study time outside of work.