



Federal Work-Study

Student Center

Name of Position: Student Office Assistant – Student Center

Number of positions available for this posting: 3

Pay Grade and Classification: Grade II - \$14.50/hour

Hours per week: 20

Terms of Employment: Fall, Spring, Summer

Name and Address of Employer:

Jackson State Community College
Student Center
2046 N. Parkway
Jackson, TN 38301

Supervisor:

Avery Gardner
731-424-3520 ext. 50484
agardner8@jacc.edu

Location of Job Placement:

Student Center

Purpose and Role of the Position:

- To assist current, returning, and prospective students with the onboarding process including advising and registration at Jackson State Community College. Will work up to 20 hours each week to be scheduled based on need in coordination with other part-time employees. Schedule can be adjusted with notice.

Duties and Responsibilities:

- Help serve as first point of contact for Registration Center, Student One-Stop, Advising Center, or other Student Services offices
- Answer phones and return calls to students needing help
- Routine maintenance and cleaning of computer stations
- Maintain confidentiality of student information and records

- Assist with orientation events and processes
- Perform general office duties

Qualifications:

- Preferred Qualifications
 - One year of college required, preferably at the community college level
 - One year of office-related work or customer service experience
- Knowledge/Skills Required
 - Outgoing personality with excellent interpersonal communication skills
 - Strong customer service orientation
 - Strong organizational skills
 - Ability to work well under pressure
 - Ability to work independently with limited guidance in a fast-paced environment while giving discerning attention to detail
 - Team player with initiative
 - Ability to perform multiple tasks