

Feather River College

Student Employment

Job Title: Counseling and Advising Center Student Worker

DESCRIPTION:

Under direct supervision, perform a variety of clerical and technical tasks such as: receptionist, phone, appointment scheduling, student files, filing, Excel input, and mail.

ESSENTIAL DUTIES:

- Serve as receptionist for the Counseling and Advising Center
- Schedule appointments for the Advisors and Counselors
- Answer phones on a multi-line phone system
- File documents in student folders
- Answer basic questions including showing students and prospective students how to access and use online services
- Operate a variety of standard office equipment such as a personal computer (Word, Excel, BANNER System), copier, fax and printer

MINIMUM QUALIFICATIONS:

- Customer Service
- Confidentiality
- Office procedures and equipment
- Organizing and maintaining files, records, logs and documentation
- Basic computer operations and the use of word processing
- Basic business arithmetic and operations in Excel
- English composition, grammar, spelling and punctuation
- Interpreting and applying procedural instructions
- Effective oral and written communications
- Establish and maintain effective working relationships with those contacted in the course of work
- Work effectively in an environment with frequent interruptions

PHYSICAL CHARACTERISTICS:

Vision sufficient to read computer screens, handwritten, and printed documents; Manual dexterity to operate keyboards, manipulate papers, answer phone; Speech and hearing to communicate effectively with individuals; Bending and reaching to obtain or replace files and records.