

Kishwaukee College Work Study Position

DEPARTMENT: Student Services (One Stop)

*Note: Students are not allowed to work in more than one department at the same time.

JOB DESCRIPTION (Include major duties to be performed):

Customer Service oriented position that will assist students with all their one stop needs both in person and over the phone. The one stop staff helps students register for courses, add/drop courses, request transcripts, schedule an appointment with a counselor, check in for a counseling appointment, get answers to general questions, and provide guidance to navigate their self-service options on MyKC.

QUALIFICATIONS/SKILLS REQUIRED

- PC proficient, and experience with word processing and spreadsheets
- Good organizational skills, with strict attention to details in all tasks
- Demonstrate the ability to be creative, problem solve, take initiative, **punctual and reliable**, manage conflict, and think critically.
- Exhibit strong teamwork characteristics, interpersonal skills, and the ability to be comfortable speaking to students, parents and the community.
- Display a positive attitude, high level of energy, and sense of enthusiasm for Kishwaukee College.
- Ability to take initiative.
- Show respect for the diverse Kishwaukee College community as well as exhibit a desire to work well in a diverse setting with groups of students, staff, faculty, administrators, visitors, and new family members from all different backgrounds and life experiences.
- Knowledgeable of the Kishwaukee College programs, services, campus culture, etc

NUMBER OF HOURS PER WEEK: 20

DAYS OF WEEK. (check one): Flexible or x Must be able to work the following days of the week: Applicants who are available to work between 9am-2pm or 12-5pm Monday through Thursday are strongly preferred.

DEPARTMENT SUPERVISOR/COORDINATOR: Santina Swiger

CONTACT INFORMATION: Office, phone, email: c2102 815-825-9732
s.swiger@kish.edu

STUDENTS MAY ALSO APPLY TO ME DIRECTLY: YES: x NO