



Federal Work-Study (FWS) Job Description

Department: Enrollment

Position Title: Student Worker

Supervisor: Nikki Basler

Position Summary

Assist the Enrollment Services Office by providing excellent customer service and administrative support to students, prospective students, faculty, staff, and visitors. Responsibilities include greeting visitors, answering phones, assisting with front desk operations, preparing documents, filing, data entry, and supporting daily office functions. This position provides valuable experience in customer service, office administration, communication, and higher education operations while contributing to a welcoming and efficient enrollment process.

Essential Duties and Responsibilities

- Greet and assist students, visitors, and campus guests at the front desk.
- Answer telephone calls and direct inquiries appropriately.
- Perform general office duties, including filing, copying, scanning, and data entry.
- Prepare documents and assist with administrative projects.
- Maintain a clean, organized, and professional reception area.
- Perform other duties as assigned.

Required Qualifications

- Federal Work-Study eligibility
- Enrolled SCC student
- Ability to maintain confidentiality (FERPA, if applicable)
- Reliable attendance and professionalism

Preferred Qualifications

- Strong customer service and communication skills.
- Dependable, organized, and detail-oriented.
- Basic computer skills, including Microsoft Office.
- Ability to work independently and as part of a team.

Knowledge, Skills, and Abilities

- Excellent verbal and written communication skills.
- Strong organizational and time management skills.
- Ability to provide professional customer service.
- Basic computer and office equipment proficiency.
- Ability to maintain confidentiality and professionalism.



Working Conditions

Work is performed primarily in an office environment at the Enrollment Services front desk. Duties require sitting, standing, walking, and occasional lifting of office supplies weighing up to 20 pounds. The position involves frequent interaction with students, prospective students, faculty, staff, and visitors and includes the use of computers, telephones, printers, scanners, and other standard office equipment.

Work Schedule

Schedule determined around the student's class schedule.
A minimum of 10 hours a week availability is requested.

Learning Outcomes

- Develop professional customer service and communication skills.
- Gain experience in office administration and front desk operations.
- Strengthen organizational, multitasking, and time management abilities.
- Build confidence using office technology and administrative systems.
- Develop professionalism and transferable workplace skills applicable to a variety of careers.

Acknowledgment

Students are expected to comply with all Shawnee Community College policies, maintain satisfactory academic progress, and perform assigned duties in a professional manner.