



Federal Work-Study (FWS) Job Description

Department: Massac County Extension Center

Position Title: Student Worker

Supervisor: Beth Crowe

Position Summary

Assist the Massac County Extension Center by providing administrative support and excellent customer service to students, faculty, staff, and visitors. Responsibilities include answering telephones, assisting with front desk operations, providing support to evening students, completing data entry, and helping ensure the daily operations of the Center run smoothly. This position provides valuable experience in office administration, customer service, communication, and higher education operations while serving students in an off-campus learning environment.

Essential Duties and Responsibilities

- Greet and assist students, faculty, staff, and visitors.
- Answer telephone calls and direct inquiries appropriately.
- Provide front desk coverage during designated office hours, including lunch coverage.
- Assist evening students with questions and basic campus support.
- Perform data entry and maintain accurate records.
- Prepare, organize, and file documents as needed.
- Assist with general office operations and special projects.
- Perform other related 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 self-motivated.
- Basic computer skills, including Microsoft Office.
- Ability to work independently with minimal supervision.
- Friendly and professional demeanor.

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 multitask and prioritize responsibilities.
- Ability to maintain confidentiality and professionalism.

Working Conditions

Work is performed primarily in an office environment at the Massac County Extension Center. Duties require sitting, standing, walking, and occasional lifting of office supplies weighing up to 20 pounds. The position involves frequent interaction with students, faculty, staff, and visitors and includes the use of computers, telephones, printers, scanners, and other standard office equipment. Some evening hours may be required to assist students attending night classes.

Work Schedule

Schedule determined around the student's class schedule.
A minimum of 15 hours per 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 working independently while supporting daily operations.
- Develop transferable workplace skills in communication, professionalism, and higher education student services.

Acknowledgment

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