



Federal Work-Study (FWS) Job Description

Department: Student Success
Position Title: Student Worker
Supervisor: Mindy Ashby

Position Summary

Assist the Student Success Office in supporting student achievement and retention by providing excellent customer service, office support, and assistance with student programs and services. Responsibilities include welcoming students, assisting with daily office operations, preparing materials, supporting special projects and events, and connecting students with campus resources. This position provides valuable experience in communication, customer service, office administration, teamwork, and student support while contributing to a positive and engaging campus environment.

Essential Duties and Responsibilities

- Assist with planning and supporting campus events and student activities.
- Provide front desk and office support to students, staff, and visitors.
- Prepare materials and assist with departmental projects.
- Help connect students with appropriate campus resources.
- Perform other related duties as assigned.
- 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 able to work independently.
- Basic computer skills, including Microsoft Office.
- Interest in student engagement and campus involvement.

Knowledge, Skills, and Abilities

- Effective verbal and written communication.
- Strong organizational and time management skills.
- Ability to work collaboratively with students and staff.
- Ability to maintain professionalism and confidentiality.



- Basic computer and office equipment proficiency.

Working Conditions

Describe the work environment, physical requirements, equipment used, and any lifting or standing requirements.

Work Schedule

Schedule determined around the student's class schedule.

A minimum of 15 hours of availability weekly is requested.

Learning Outcomes

- Develop professional communication and customer service skills.
- Gain experience in event planning and office operations.
- Strengthen leadership, teamwork, and problem-solving abilities.
- Increase knowledge of campus resources and student support services.
- Build transferable workplace skills for future employment.

Acknowledgment

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