



Student Job Description

DATE	POSITION #	POSITION TITLE
9/11/2024	SSSTR2	Starzone- Student Employee

DIVISION	DEPARTMENT	PAY TABLE/LEVEL/GRADE	REPORTS TO:
Student Affairs	Starzone	Level 2	FA9531

STATUS: Please select the appropriate boxes that apply.

Regular/Continuing: <input type="checkbox"/>	Bargaining Unit: Choose an item.	Non-Bargaining: <input checked="" type="checkbox"/>	Provisional/Grant Funded: <input type="checkbox"/>	Temporary/Limited Duration: <input checked="" type="checkbox"/>
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Individual Position: <input type="checkbox"/>	Full-Time (40 hrs/wk): <input type="checkbox"/>	Part-Time: <input checked="" type="checkbox"/> __ Up to 25__ Hrs/Week	Pooled Position: <input type="checkbox"/>	Type here # of Employees if this position is pooled.
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JOB SUMMARY: This section should summarize the overall purpose (“mission”) of this job in 1-4 sentences. Briefly describe the primary reason the job exists at LCC.

The primary purpose of student employment is to provide current LCC students with the opportunity to acquire job skills and experience during semesters while actively attending classes at LCC.

The primary role of the Starzone Student Employee is to provide excellent customer service to current and prospective students. In addition, this position will assist with various clerical duties within the Student Affairs Division. The Starzone Student Employee reports to the Enrollment Support Specialists Manager and this administrator will assign tasks and provide direction for assisting with division initiatives. These include, but are not limited to: student recruitment and retention initiatives, assistance with student placement testing, program promotion and events. Specific duties include: adding customers/students who have inquiries into the StarZone queue system for further assistance, answering phones, routing calls, fulfilling information requests, assisting with group visits, and assisting the Enrollment Support Specialist with projects as requested. Student employees may be assigned to perform the duties listed at either the Downtown Campus in the Gannon Building or at the West Campus. The specific campus assignment will be communicated to the student employee during the interview process.

DIRECT REPORTS: If this is a supervisory position (authority to hire, assign, discipline, approve timesheets), list position #s of those supervised).

Click or tap here to enter text.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Identify and describe the essential duties and responsibilities, i.e., what actions are done and what are the expected results. Most jobs can be described using 5-10 statements. List in priority order, beginning with top priority/must get done, with approximate percent for each (e.g. 20% 1. Reconciles grant fund expenditures to balance monthly budget). “Other duties, as assigned,” are implicit in all position descriptions.

%	NO.	Essential Duties and Responsibilities
60	1	Direct and assist prospective students, current students, faculty, staff, and the general public who visit the Starzone with general inquiries. <ul style="list-style-type: none"> • Assist with the online chat for the StarZone • Answer phones and route calls as needed • Take detailed messages • Communicate clearly and effectively to fulfill information requests quickly and accurately
20	2	Support the recruiting, retention, and promotional efforts of the Student Affairs divisional programs. This includes, but is not limited to: <ul style="list-style-type: none"> • Assist in the planning and execution of student-focused activities and events • Assist with group visits and campus tours • Conducting phone calls for student outreach • Respond to general inquiries via email and phone • Assist with student placement testing upon request
10	3	Assist staff with assigned projects which may include: <ul style="list-style-type: none"> • Document creation, copying, filing, etc. • Sorting and distributing mail, signing for packages • Basic technology troubleshooting • Completing work requests for recycling, paper shredding, ordering forms • Maintaining inventory of supplies
10	4	Assist with the request and production of Starcards.

CORE COMPETENCIES: Record the knowledge, skills and abilities necessary to perform the essential functions of this position. Provide descriptions of core competencies below (e.g. communication, customer service, decision-making, leadership, problem-solving, etc.). An incumbent or applicant must be able to demonstrate and results must be measurable.

- Excellent customer service skills
- Ability to work effectively with a diverse community
- Accurate keyboarding skills
- Ability to serve the public in a courteous and professional manner
- Willingness to learn general office procedures

EDUCATIONAL/EXPERIENCE REQUIREMENTS: Identify the education and/or equivalent combination of education and experience, plus additional specific years of experience, certifications, licenses and/or special training required to perform the essential functions of this job.

Required

- High School Diploma and actively pursuing an associates or undergraduate degree @ LCC
- Enrolled in 6 credits for the fall and spring semesters and 3 credits in summer
- Knowledge and/or experience in customer service

Preferred

- 3.0 GPA



Student Job Description

PHYSICAL AND MENTAL REQUIREMENTS: Complete the physical and mental demands on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Mobility around the LCC campus is a normal part of the position's functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Go to the ADA Checklist

WORK ENVIRONMENT: Complete the work environment characteristic on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Go to the ADA Checklist

SIGNATURES

Supervisor's Name: Sarah Ortiz

Supervisor's Signature: Sarah Ortiz Date: 9/11/24

Dean/ELT's Name: Type here

Dean/ELT's Signature: _____ Date: _____

HR Rep: Sydney Glasscoe

HR Rep Signature: Sydney Glasscoe Date: 9/11/2024

ADA COMPLIANCE JOB DESCRIPTION CHECKLIST *(The immediate supervisor is responsible for completion of this form. Fill in more information as need that apply to the essential job duties for the attached job description.)*

Position #: SSSTR2

Date: 9/11/2024

Supervisor's Position #: FA9531

Materials Used:

- Computer keyboard, mouse, screen
- Various software
- Telephone, cell phone, mobile device
- Paper and pencil/pen
- Projector or other audiovisual equipment
- Copier, scanner, fax
- Carpentry equipment
- Electrical equipment
- Plumbing equipment
- Other: [Click or tap here to enter text.](#)

Mental Functions:

- Comparing (compare/contrast data, people, other data)
- Synthesizing (combine data, concepts, interpretations)
- Computing (math calculations or carrying out formula operations)
- Compiling (gathering, classifying, evaluating data, people, other data)
- Copying (entering, posting, transcribing data)
- Analyzing (examining, testing data, presenting alternatives)

Audio/Visual/Aural Functions:

- Talking (expressing ideas, thoughts, language, conveying details accurately and clearly)
- Hearing (receive details through oral communication, make fine differences in sound with other sound interference)
- Near acuity (at 20 inches or less when accuracy is essential)
- Far acuity (more than 20 inches when day and night/dark conditions are essential)
- Depth perception (3 dimensional vision, judge distances, space)
- Color vision (distinguish colors)
- Field of vision (up/down and right/left)

- Flavors & odors (distinguish similarities, differences, intensities, qualities using tongue & nose)

Movement, Strength, Repetition Functions:

- Climbing
- Kneeling
- Reaching
- Balancing
- Crouching
- Grasping
- Stooping
- Crawling
- Picking/Typing/Keyboarding
- Sedentary (exert up to 10 lbs of force to lift, carry, push, pull, move objects; sit most of time)
- Light (exert up to 20 lbs of force to lift, carry, push, pull, move objects; walk/stand occasionally)
- Medium (exert 21-50 lbs of force, walk/stand frequently)
- Heavy (exert 51-100 lbs of force, walk/stand routinely)
- Very Heavy (exert over 100 lbs of force, walk/stand routinely)

Environmental Conditions

- Weather (rain, snow, wind)
- Extreme cold (inside, outside)
- Extreme heat (inside, outside)
- Confined/restricted spaces
- Hazards (fumes, odors, dust, toxic chemicals, allergens, poor ventilation)
- Vibrations
- Extreme noises