| Date | Position # | Position Title |
| --- | --- | --- |
| 4/11/2024 | SSTCD2 | Student Employee – Technical Careers Program Improvement |

| Division | Department | Pay Table/Level/Grade | Reports To: |
| --- | --- | --- | --- |
| Technical Careers | Division Office | Level 2 | CFA038 |

# Status: Please select the appropriate boxes that apply.

| **Regular/Continuing:** | **Bargaining Unit:**  Choose an item. | **Non-Bargaining:** | **Provisional/Grant Funded:** | **Temporary/Limited Duration:** |
| --- | --- | --- | --- | --- |

| **Individual Position:** | **Full-Time (40 hrs/wk):** | **Part-Time:**  \_\_Up to 25\_\_ Hrs/Week | **Pooled Position:** | Type here **# of Employees if this position is pooled.** |
| --- | --- | --- | --- | --- |

| **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. |
| --- |
| *Lansing Community College’s Technical Careers Division provides over 30 innovative program areas. Our collaborative and flexible team environment works with the local, regional, and national community for the success of every student. We believe in each other and find joy in our work, never stop learning or growing and we are guided by strong character, ethics, and integrity.* ***We make a difference****. Our dedication to diversity, inclusion, and universal access underscores our commitment to fostering an inclusive educational culture. If you seek an opportunity to work with a great team of faculty and staff committed to student success in a professionally driven environment, then consider the following opportunity*.  The primary purpose of student employment is to provide current LCC students with the opportunity to acquire job skills and experiences during semesters while actively attending classes at LCC. The role of the TC Division Offices Student Employee is to provide excellent customer service via email, phone and in person, and assist with various clerical duties within the Technical Careers Division. The TC Division Office Student Employee will assists with division initiatives which include, but are not limited to student tours, student recruitment and student retention, program promotion, and events on and off campus. Specific duties include directing and assisting customers/students who walk into the office with inquiries, answering phones and routing calls as needed, fulfilling information requests, making calls to potential and current students, assisting with group visits, and assisting faculty and staff with projects as requested/assigned.  *Only applicants who are eligible to receive Federal Work-Study awarded by LCC Financial Aid will be considered for this position. More information about the Work-Study program is available here* [*Work-Study & Student Employment*](http://www.lcc.edu/admissions-financial-aid/finaid/work-study.html) *and/or by contacting LCC’s Student Employment Coordinator, James Woolcock,*[*woolcocj@lcc.edu*](mailto:woolcocj@lcc.edu)*.* |

| **Direct Reports:** If this is a supervisory position (authority to hire, assign, discipline, approve timesheets), list position #s of those supervised). |
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| Type here |

| **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. |
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| **%** | **NO.** | **Essential Duties and Responsibilities** |
| --- | --- | --- |
| 40% | 1 | Support the recruiting, retention, and promotional efforts in Technical Careers Division at West Campus and/or the Aviation Center. This includes, but is not limited to, giving tours of West Campus and its programs, helping to plan and execute student-focused activities, leading student outreach phone calls, communicating next steps to students via email and phone, assisting with group visits, and providing general clerical and technical support for the Program Improvement Team. |
| 30% | 1 | Direct and assist prospective students, current students, faculty, staff, and the general public who visit a Technical Careers Divisional office with inquiries. Answer phones and route calls as needed. Take detailed messages. Communicate clearly and effectively to fulfill information requests quickly and precisely. Assist with notifying students via phone calls when classes are cancelled. Post signs notifying students of class cancelation/room changes. |
| 10% | 3 | Maintain up-to-date file information including information packets, faculty/student forms, etc. Maintain brochure racks for adequate display. Send out program information packets as requested. |
| 10% | 4 | Assist faculty and staff with projects. Complete faculty and staff work requests such as copying, typing, filing, etc. Clerical duties such as sorting and distributing mail, signing for packages, performing minor maintenance on copy machines (change staples, fill paper, clear jams, etc.), and completing work requests for recycling, paper shredding and/or ordering forms for the office. |
| 5% | 5 | Maintain cleanliness of office by keeping the reception area and copy/fax areas clean and orderly and helping maintain the kitchen area, stocking supply cabinets, and keeping coffee supplies fresh. |
| 5% | 6 | Other duties as assigned. |
|  | 7 | Type here |
|  | 8 | Type here |
|  | 9 | Type here |
|  | 10 | Type here |
|  |  |  |
|  |  |  |
|  |  |  |

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

| **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 cr. for a grade fall and spring; 3 cr. summer   **Preferred**   * 3.0 GPA |

| **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. |
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| Go to the ADA Checklist |

# SIGNATURES

**Supervisor’s Name:** Allison Snyder **Supervisor’s Signature:** \_\_\_Allison Snyder\_\_\_\_ **Date:** \_\_\_4/8/2024\_\_

**Dean/ELT’s Name:** Shon’ta Dwyer **Dean/ELT’s Signature:** \_\_Dean Signature

Shon'ta Dwyer\_\_ **Date:** \_\_4/8/2024\_\_\_

**HR Rep:** Sydney Glasscoe **HR Rep Signature:** \_\_Sydney Glasscoe\_\_\_\_\_\_\_ **Date:** \_4/11/2024\_\_

**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 #:** SSTCD2 **Date:** **4/11/2024 Supervisor’s Position #:** CFA038

## **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