

2018 – 2019 Work Study Job Descriptions

Department: Academic Advising

Position: Office Assistant

Location: North Campus

Supervisor: Katina Beasley

Pay Rate: \$9.00

Job Description: The Northern Campus Academic Advising Department is seeking an energetic and dedicated student worker who has good oral and written communication skills. The individual will work as a member of a team and be expected to multitask, once trained work with very little supervision. We are seeking a student worker who is neat and clean in appearance and is punctual for work. This individual will perform a range of office support assignments while being exposed to new methods, processes, and procedures within the area of Academic Advising. The essential skills for this position includes creating and distributing sandwich boards, having a working knowledge of MS Office, photo copying, answering multi-line phone, filing and other duties as assigned.

Primary Skills Required: Must have a pleasant attitude, good customer service skills, good computer skills, eager to work, punctual, be able to handle confidential information without incident. Knowledgeable in Microsoft Word and Excel software.

Hours: TBD

Department: Advising and Student Success

Position: Office Assistant

Location: Southern Campus

Supervisor: Shawna Barrow

Pay Rate: \$9.00

Job Description: Clerical tasks to include but not limited to: Assist Director of Advising, Academic Advisors, and Office Staff in filing and alphabetizing, photo copying, typing projects in Microsoft Word, Excel and PowerPoint, responding to inquiries, new student folder preparations, and other duties assigned.

Primary Skills Required: Must be punctual, dependable, outgoing and dress appropriately for an office setting. Must have a pleasant attitude, good customer service skills, good computer skills, eager to work, punctual, be able to handle confidential student information without incident. Knowledgeable in Microsoft Word and Excel software. , be punctual, dependable, and outgoing. Work harmoniously with staff, faculty and the general public. Accurately maintain time record.

Hours: TBD

Department: Athletics

Position: Work Study Office Assistant

Location: Main Campus, ECPE Building, Room 139

Supervisor: Stephanie Sports, AAD

Pay Rate: \$9.00 (all on campus jobs are the same pay rate)

JOB DESCRIPTION: Clerical tasks to include but not limited to filing and alphabetizing, photo copying; creating, updating, and distributing sandwich boards on campus, typing; screening, prioritizing, and processing mail; greeting student athletes and providing assistance upon arrival; returning phone calls as requested; preparing letters, memos, and other internal and external forms of communication; updating office calendar as needed, assisting with annual golf tournament; updating, duplicating, and collating home game programs, assisting with home games for all sports as class schedule permits, performing other job-related duties as assigned in support of the college's goals and core values.

PRIMARY SKILLS REQUIRED: Must have a pleasant attitude with the ability to work harmoniously with the staff, faculty, and general public. Must have good customer service skills, good computer skills, and be eager to work. Must be punctual and knowledgeable in Microsoft Office products, have a working knowledge of basic office equipment operation – phone, computer, scanner/copier/fax, etc., and should possess excellent communication skills, written and oral, to include a good working knowledge of grammar, punctuation, and spelling.

HOURS: TBD but will primarily include nights and weekends (home events for men's and women's basketball, and volleyball games). After home contests are covered, additional hours will be provided during the day around class schedule.

Department: Baking and Pastry Arts or Culinary

Position: Storeroom Assistant

Location: North Campus

Supervisor: Caralyn House

Pay rate: \$9.00

Job Description: Everything in its place (often used products easily accessible, seldom used products in harder to reach places); Set-up instructor demos on an as needed basis; Keep all items wrapped and covered and clearly labeled (Label facing outside, easy readable); Maintain and organize walk ins; Remove spoiled products from the storeroom and coolers; Maintain FIFO; Remove empty boxes, break down boxes; Consolidate partial containers; Put up deliveries in appropriate area; Keep Lexan rack, pot and pan rack and hand tool racks organized; Keep store room organized. Hours: TBD

Department: Business Services

Position: Office Assistant

Location: North Campus

Supervisor: Shawnda Holley

Pay rate: \$9.00

Job Description: Clerical duties and familiarity with office equipment, mailroom duties, assist with restocking and distributing office supplies and other duties assigned.

Primary Skills Required: Must have a pleasant attitude, good customer service skills, computer skills that include Microsoft Word and Excel, eager to work, punctual and able to handle confidential information without incident.

Hours: TBD preferably 9-1 or 10-2

DEPARTMENT: Business Services

POSITION: Office Assistant

LOCATION: RTP

SUPERVISOR: Shawnda Holley

PAY RATE: \$9.00

Job Description: Clerical duties and familiarity with office equipment, mailroom duties, assist with restocking and distributing office supplies and other duties assigned.

Primary Skills Required: Must have a pleasant attitude, good customer service skills, computer skills that include Microsoft Word and Excel, eager to work, punctual and able to handle confidential information without incident.

Hours: TBD preferably 9-1 or 10-2

DEPARTMENT: Career and Employment Resources (CER)

JOB TITLE: Office Assistant

LOCATION: South Campus

PAY RATE: \$9

Job Description: Greet and direct students and visitors. Perform administrative functions, including answering telephone calls, typing written correspondence, editing materials, and creating marketing literature.

Primary Skills Required: Excellent verbal and written communication skills. Working knowledge of Microsoft Office (Word and Excel). Must be able to work with confidential information, multi-task, and demonstrate an attention to detail. Business casual attire is expected.

Hours: TBD

DEPARTMENT: CSC / DBA

DIVISION: Computer Technologies

LOCATION: South Campus

POSITION: Course Development Assistant

SUPERVISOR: Mary Orazem

PAY RATE: \$9

JOB DESCRIPTION: Student will assist professors in the CSC/DBA department with tasks involving development of new courses and improvement to other courses. Tasks to include converting quizzes written in MS Word documents into regular Blackboard quizzes, making slides and documents accessible, and other course improvements as necessary. Student will work closely with professors to perform duties.

Primary Skills Required: Student must:

- Have good computer skills
- Be able to follow example tasks demonstrated by the professor and repeat to achieve desired course change
- Be eager to work
- Be punctual
- Be knowledgeable in Microsoft Word and Power Point
- Be knowledgeable in Blackboard.

Hours: TBD

IDENTIFICATION

A.	POSITION TITLE:	Work-study
B.	SERVICE AREA:	Curriculum Education Services
C.	DIVISION:	Mathematics, Sciences, & Engineering
D.	DEPARTMENT:	Dean's office, Northern Wake Campus

RELATIONSHIPS

A.	REPORTS TO:	Associate Dean
B.	SUPERVISES:	N/A
C.	OTHER:	Interacts with staff, faculty, and students.

BASIC FUNCTIONS

- A. Assist the assistant to the dean and the dean with routine office tasks for the division office, and departmental offices as assigned by the assistant to the dean
- B. Assist faculty and students with general inquiries
- C. Support stem initiatives, including stem center and stem events

- D. Maintain a positive and professional attitude

RESPONSIBILITIES AND DUTIES

Use basic features in Microsoft Word and Excel to create and edit general office documents as needed.
Answer telephone calls and greet internal and external customers.
Support division secretary with routine tasks.
Verify accuracy of completed internal forms for processing.
Deliver routine documents to various service areas on main campus.
Assist faculty with obtaining supplies for classroom use.
Direct students to appropriate service areas for assistance.
Distribute mail and other general office tasks.
Communicate concerns, problems, and suggestions to division secretary.
Organize and update storage areas, and filing as directed.

IDENTIFICATION

- A. **POSITION TITLE:** Office Assistant – Work-Study
B. **SERVICE AREA:** Curriculum Education Services
C. **DIVISION:** Arts, Humanities and Social Sciences
D. **DEPARTMENT:** Dean’s office on main campus – SB 204
Hours - TBA

RELATIONSHIPS

- A. **REPORTS TO:** Rhonda Thomason, Assistant to the Dean and Edna Artis, Administrative Assistant
B. **SUPERVISES:** N/A
C. **OTHER:** Interacts with dean, department heads, division secretary, faculty, division’s service areas, and other wake tech personnel when the need arises.

BASIC FUNCTION

Provides clerical assistance for the arts, humanities and social sciences division.

RESPONSIBILITIES AND DUTIES

Greet students when the need arises.
Run errands.
Screens, prioritizes, pick-up and processes mail.
Assist with textbook orders (making copies, pulling book orders etc.).
Help maintain an inventory of selected institutional forms and supplies.
Assist with letters, memos, and other internal and external forms of communication.
Prepares large volume mailings (label and stuff envelopes), etc.
Assists dean, faculty, department heads and division secretary as needed.
Performs other job-related duties as assigned in support of the college’s goals and objectives.

COMPETENCIES/QUALIFICATIONS

Must have a high school diploma or equivalent.
Must have good typing skills.
Good organizational skills.

Ability to work independently.
Must have some ms office 2000 skills.
Must have excellent communication skills, written and oral.
Must have the ability to work in detail with a high degree of accuracy.
Must have the ability to work under pressure.
Must work harmoniously with the staff, faculty, and general public.

IDENTIFICATION

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|----|------------------------|--------------------------------------|
| A. | POSITION TITLE: | Work-Study |
| B. | SERVICE AREA: | Curriculum Education Services |
| C. | DIVISION: | Mathematics, Sciences, & Engineering |
| D. | DEPARTMENT: | Dean's Office, Main Campus |

RELATIONSHIPS

- | | | |
|----|--------------------|--|
| A. | REPORTS TO: | Assistant to the Dean |
| B. | SUPERVISES: | N/A |
| C. | OTHER: | Interacts with staff, faculty, and students. |

BASIC FUNCTIONS

- A. Assist the assistant to the dean and the dean with routine office tasks for the division office, and departmental offices as assigned by the assistant to the dean
- B. Assist faculty and students with general inquiries
- C. Support STEM initiatives, including STEM Center and STEM events
- D. Maintain a positive and professional attitude

RESPONSIBILITIES AND DUTIES

Use basic features in Microsoft Word and Excel to create and edit general office documents as needed.
Answer telephone calls and greet internal and external customers.
Support division secretary with routine tasks.
Verify accuracy of completed internal forms for processing.
Deliver routine documents to various service areas on Main Campus.
Assist faculty with obtaining supplies for classroom use.
Direct students to appropriate service areas for assistance.
Distribute mail and other general office tasks.
Communicate concerns, problems, and suggestions to division secretary.
Organize and update storage areas, and filing as directed.

DEPARTMENT: eLearning Support and Instructional Design

POSITION: OFFICE ASSISTANT

LOCATION: North Campus

SUPERVISOR: Mary Walton

PAY RATE: \$9.00

Job Description: Students will use YouTube to transcribe and caption instructional video content. We will train how to use YouTube, but good computer skills with typing skills is a must.

Primary Skills Required: Must have a pleasant attitude, good computer skills, excellent listening skills, excellent proofreading skills, eager to work, punctual, and good typing skills. Knowledgeable in Microsoft Word and Excel software.

Hours: TBD

DEPARTMENT: Financial Aid

POSITION: Office Assistant

LOCATION: North Campus

SUPERVISOR: Antoinette Lebby

PAY RATE: \$9.00

Job Description: Clerical tasks to include but not limited to filing and alphabetizing, pulling student records and scanning student documentation.

Primary Skills Required: Must have a pleasant attitude, good customer service skills, good computer skills, eager to work, punctual, be able to hand confidential student information without incident. Knowledgeable in Microsoft Word and Excel software.

Hours: TBD

DEPARTMENT: Financial Aid

POSITION: Welcome Desk

LOCATION: North Campus

SUPERVISOR: Antoinette Lebby

PAY RATE: \$9.00

Job Description: Being the face of the financial aid office and assisting guest at the welcome desk.

Primary Skills: Must have a pleasant attitude, good customer service skills, good computer skills, eager to work, and punctual.

Hours: TBD

DEPARTMENT: Human Resources Development (HRD)

POSITION: Office Assistant

LOCATION: North Campus

SUPERVISOR: Delia Burnett

PAY RATE: \$9.00

JOB DESCRIPTION: Ability to work clerical and office duties that include, but not limited to: organizing, copying, typing, tracking information and other assigned duties. Comfortable assisting instructor in the classroom as needed. Assist at job fairs if permissible, and distribute flyers around campus.

PRIMARY SKILLS REQUIRED: Punctual, positive attitude and eager to work. Dependable and responsible to be able to handle confidential student/teacher information without incident. A pleasant attitude, good customer service skills, good computer skills, and self-motivated. Must be able to work independently in office.

*Knowledgeable in Microsoft Word and EXCEL software

*Good organizational and file management skills

HOURS: Flexible (Monday-Thursday)

DEPARTMENT: ILC (INDIVIDUALIZED LEARNING CENTER):

POSITION: Clerical Assistant

SUPERVISOR: Elizabeth Williams

PAY RATE: \$9.00

Job Description: Clerical tasks to include but not limited to : Assist Center Coordinators, office staff, and ILC Director with tasks that include: Filing and organizing records, typing projects in Word, Excel, and PowerPoint, answering telephones, responding to inquiries, new student folder preparation, photo-copying, laminating, collating material, pick-up and delivery of interoffice mail.

Primary Skills Required: Typing 40 wpm, Proficiencies in Microsoft Office including, Word, Excel, PowerPoint, Good verbal and written communication skills, Good organization and file management skills, Good accuracy and attention to details

Other Requirements: Must be dependable and dress appropriately for an office setting. Serves visitors by greeting, welcoming, and directing them appropriately; notifies company personnel of visitor arrival.

Hours: TBD

Job Description: Chemistry Work-Study Student

POSITION: Lab Assistant

LOCATION: North Campus

SUPERVISOR: Sahel Shahroudi

You are expected to:

Be here during the hours you are scheduled to work.

Be on time and remain for the entire scheduled work time.

Call in if you are sick or have an emergency and cannot work.

Inform supervisor if you know you are going to be absent as far in advance as possible

Daily Duties:

Glassware washing

Solution prepping

Break down labs and update student drawers

Assist in set up of Chemistry labs

Inventory of supplies.

Other Duties include the following:

To refill all squirt bottles (acetone, methanol, and DI-water) on each lab bench as needed.

Replenish all paper towels and Kimwipes as needed.

Make sure all lab benches are in orderly fashion as designated by Supervisor.

Restock stock drawers with previously cleaned glassware or supplies.

Store extra equipment in its proper place, clean and dry.

Fill up hand soap dispensers

Supplies

List supplies needed on "Supplies List" posted in the prep rooms.

If supplies are urgently needed, please talk with your Supervisor.

End of the Week Lab Chores

Assist as directed by the Supervisor to collect all materials from the current week's lab from lab benches, center tables, and instructor's bench.

Under the supervision of the Supervisor, help with lab prep for next week's lab.

Wash and put away glassware and equipment.

Wipe down all lab benches, including instructor's bench and desk with designated cleaning solutions.

Check all sinks in lab for trash and other debris to be discarded. Flush sinks on as needed bases.

Refill hand-soap and glassware cleaner containers as needed.

Place stools or chairs in an orderly manner.

Final Lab Setup; Friday Checklist

	Are all squirt bottles filled and organized correctly?
	Are the paper towels and Kim wipes restocked for next week labs?
	Are the tables cleaned and clear?
	Are the student drawers checked and restocked?

	Is the lab prep for next week complete for supplies?
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What to do if there's "NOTHING" to do:

1. Organize chairs in an orderly manner at the end of lab (if time permitting).
2. Dust the tops of the lab bench area where the paper towels and squirt bottles go.
3. Clean the test tubes in the racks on the lab benches as needed.
4. Dust the shelves, equipment, instruments, and supplies in the prep rooms

Time Sheets

1. Keep your time sheet up to date.
2. Sign in and out for each block of time that you worked.
3. Have supervisor sign your time sheet at the end of each month, then take your time sheet to Financial Aid Assistant in the Financial Aid Office, in a sealed envelope.

DEPARTMENT: Library Services

POSITION: Student Library Assistant

LOCATION: Howell Library, Southern Wake Campus (Building D, 1st floor)

SUPERVISOR: Paula Hartman, Public Services Librarian
pahartman@waketech.edu

PAY RATE: \$9.00

JOB DESCRIPTION: Student library assistants are helpful to the library's mission to provide excellent customer service and help patrons locate information. The position includes the following:

- Assist library staff and patrons at circulation desk and on the phone.
- Help patrons locate items in the collection.
- Help with light computer troubleshooting per patron requests.
- Perform shelf reading duties as well as shelving of library materials according to proper call number order using the Library of Congress Classification system.
- Assist with library collection by helping process new items, weeding old materials, and shelving/shifting as needed.
- Check IDs at the door as needed.
- Assist with filing, printers, photocopiers, and other projects as assigned.
- Assist in opening or closing of library if shift coincides with these times.

PRIMARY SKILLS REQUIRED: Computer skills, customer service experience, attention to detail. Must be reliable and dependable. Ability to work with others as a team or work independently without close supervision. Physical ability to stand, bend and lift books; ability to move loaded book carts. Ability to read labels for shelving and shelf-reading. Previous library experience is a plus but not required.

HOURS: The library offers flexibility in scheduling. Shifts are available whenever the library is open. During Fall and Spring semesters, these hours are typically Mon-Thurs 7:30 am- 8 pm, and Friday 7:30 am- 5:00 pm.

DEPARTMENT: Library

POSITION: Student Library Assistant

LOCATION: North Campus

SUPERVISOR: Katherine Hoffler

PAY RATE: \$9.00 per hour

Job Description: Student library assistants are helpful to the library's mission to provide excellent customer service and help patrons locate information. The position includes the following:

Assist library staff and patrons at circulation desk and on the phone.

Help patrons locate items in the collection.

Help with light computer troubleshooting per patron requests.

Perform shelf reading duties as well as shelving of library materials according to proper call number order using the Library of Congress Classification system.

Assist with library collection by helping process new items, weeding old materials, and shifting as needed.

Keep library neat by placing chairs under the tables, pick-up paper off the floor and tables, etc.

Check IDs at the door as needed.

Assist with filing, printers, photocopiers, and other projects as assigned.

Assist in opening or closing of library if shift coincides with these times.

Other projects as assigned

Primary Skills Required:

pleasant attitude

good customer service skills

good computer skills; knowledgeable in Microsoft Word and Excel

punctual and responsible

able to handle confidential student information without incident

able to stand, bend, crouch; lift and carry up to 25 pounds

able to move loaded book cart

Hours: TBD

Department: Medical Laboratory Technology

Location: Perry Health Sciences

Job description: This position involves lab clean up, working with biohazardous materials, maintaining stock cultures of microorganisms and lab set ups. Occasional clerical assistance may be requested by faculty

Required Skills:

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Ability to conform to an established work schedule.
- Ability to communicate in a concise and effective manner.
- Ability to understand and follow instructions.
- Ability to use personal computers.
- Effective interpersonal skills.
- Ability to exercise tact and discretion.

The student in this position must have completed blood borne pathogen training and be able to work independently. The hours are flexible and usually do not require more than 8 – 10 hours per week although some weeks may require more.

DEPARTMENT: Natural Sciences: Biology

POSITION: Lab Assistant

LOCATION: Building H North Campus

SUPERVISOR: Riann H. Shackett

PAY RATE: \$9.00

Job Description: Duties may include: Put clean glassware away in labs and prep areas; Check designated prep areas for glassware that needs to be washed; Refill all water and cleaner bottles in labs; Replenish supplies for the current lab when needed; Organize supplies on the tables and student benches for the current lab; Gather supplies for the next weeks lab; Prepare solutions for labs following supervisor's instructions; Assist with breakdown of previous lab to prepare for next lab, including wiping down all benches, tables and equipment, putting away supplies according to supervisor's instruction, and checking sinks for any debris to be discarded; Assist in setting up lab using prep sheets and supervisor's instruction; Tidy up prep areas and stock room; Assist with preparation of media for microbiology as needed; Assist with disposal of specimens; Make copies of lab procedures and any handouts used during lab; Assist with inventory of chemicals, equipment, and other supplies; Check all eyewash stations weekly and safety showers monthly.

Primary Skills Required: Must be dependable, able to follow instructions and have an interest in working in the laboratory.

Hours: TBD

DEPARTMENT: Natural Sciences & Physical Sciences: Biology & Chemistry

POSITION: Lab Assistant

LOCATION: South Campus Technical Education Building, Science Labs: SC 209, SC 209A, SC 208, SC 207, SC 206

SUPERVISOR: Tynan Patrick

PAY RATE: \$9.00

Job Description: Duties may include: glassware that needs to be washed in designated area; tidy up the stock room and labs; refill all squirt bottles and soap dispensers on each lab bench as needed; to check student drawers to ensure that they are adequately stocked as needed; make sure all lab benches are in orderly fashion as designated by supervisor; restock drawers with previously cleaned glassware or supplies; arrange equipment; prepare solutions following procedures; clean up glassware; follow safety rules; basic office and data entry work; make copies of lab procedures; assist with inventory of chemicals, equipment, and samples; assist as directed by supervisor to collect all materials from the current week's lab, from lab benches, center tables, and instructor's bench; under the supervision of the supervisor, help with lab prep for next week's lab; wash and put away glassware and equipment; wipe down all lab benches, including instructor's bench and desk with designated cleaning solutions; check all sinks in lab for trash and other debris to be discarded; flush sinks on as-needed basis; bench top cleaner and glassware cleaner containers as needed; place stools in an orderly manner; organize chairs in an orderly manner at the end of lab (if time permitting); dust/wipe the tops of the lab bench where the paper towels and squirt bottles go; clean the test tubes in the racks on the lab benches as needed; dust the shelves, equipment, instruments, and supplies in the prep rooms; sweep floor in the prep rooms.

Primary Skills Required: Must be dependable and have an interest in working in the laboratory. Must be capable of spending long periods of time on your feet. Must be able to lift and carry 35 lbs..

Hours: TBD

DEPARTMENT: Registrations and Student Records

POSITION: Office Assistant

LOCATION: North Campus

SUPERVISOR: Jasmine Harris

PAY RATE: \$9.00/hour

Job Description: The Registration and Records Work Study Office Assistant on North Campus is responsible for helping students and visitors, in person and by telephone. This person will also serve as back up for the check-in desk, assist with filing, and other clerical duties.

Primary Skills Required: Must have a pleasant attitude, good customer service skills, good computer skills, eager to work, punctual, be able to handle confidential student information without incident. Knowledgeable in Microsoft Word and Excel software.

Hours: TBD

List of Daily Duties:

- Assist walk-in students with registering for classes and other registration issues
- Direct students to fill out appropriate paperwork for transcript requests, residency applications, enrollment verifications and graduation
- Assist students over the phone with registering for classes and other registration issues

- Direct students to appropriate areas on the Registrar's office website and redirect students to other departments as needed (Admissions, Advising, Placement Testing, DSS etc.)
- Check voicemail system and return calls if needed
- Add daily R&R statistics to NWC spreadsheet
- File completed transcript requests in appropriate binder
- Take/pickup mail from mailroom if needed

Expectations:

- Arrive on time for your assigned shift
- Dress appropriately for an office setting (no sneakers/t-shirts)
- Give students timely and courteous service
- Let your supervisor know in advance about days you need off
- Notify your supervisor if sick/emergency/can't show up

Department: SGD Open Lab Monitor

Location: South Campus

Job Description: Student will monitor the SGD Open Lab (located in the basement of the SE building).

Responsibilities include: monitoring that computer equipment and printer are being used appropriately; making sure students that enter the lab are enrolled in SGD program, have signed in/out and are doing SGD related work; completing required weekly reporting to SGD program director.

Department: Student Activities

Location: North Campus

Job Description:

- The Student Activities Work-Study will be expected to assist the North Campus Student Activities Coordinator and Student Activities Technician in filing, organization, inventory, and other office duties. Student will monitor students checking in and out pool table, foosball and ping-pong equipment as well as help with setting up and working Student Activities/Student Government Association sponsored events. Other duties or special projects as assigned.

Qualifications:

- Ability to effectively and tactfully communicate with students, peers, and supervisors.
- Data entry into a Microsoft Excel spreadsheet.
- Student must be mature, dependable, and possess basic mediation skills.
- Comfortable working individually and in team environments.
- Strong leadership skills, be comfortable meeting new people.
- Willingness to tackle new projects.
- Able to lift 40lbs with or without assistance/accommodation.

Equipment Used:

- Computers, photocopier, scanner, card swipe & scanner technology.

Department: Student Activities

Location: South Campus

Job Description:

- The Student Activities Work-Study will be expected to assist the North Campus Student Activities Coordinator and Student Activities Technician in filing, organization, inventory, and other office duties. Student will monitor students checking in and out pool table, foosball and ping-pong equipment as well as help with setting up and working Student Activities/Student Government Association sponsored events. Other duties or special projects as assigned.

Qualifications:

- Ability to effectively and tactfully communicate with students, peers, and supervisors.
- Data entry into a Microsoft Excel spreadsheet.
- Student must be mature, dependable, and possess basic mediation skills.
- Comfortable working individually and in team environments.
- Strong leadership skills, be comfortable meeting new people.
- Willingness to tackle new projects.
- Able to lift 40lbs with or without assistance/accommodation.

Equipment Used:

- Computers, photocopier, scanner, card swipe & scanner technology.

Department: Student Services Admissions Office

Position: Veteran Services Office Assistant

Location: North Campus

Supervisor: Michael McLamb

Pay Rate: \$9.00

Job Description: Serves as an assistant to the Veteran Services Education Specialists and Coordinator. Will assist with the maintenance of department forms, files, and correspondence. Will provide customers/students with general information and direction. Will assist prospective students with VA education process. May act as receptionist, answer telephones, forward calls, deliver messages and reply to routine inquiries.

Departments: Therapeutic Massage / Medical Assisting / Pharmacy Technology

Position Identification/overview: Student Assistant

Location: Perry Health Sciences

Service Area: Curriculum

The work study student should be energetic, dedicated and have good oral and written communication skills. The student worker should enjoy working with members of a team and be able to multitask. He or she should be professional in appearance, is punctual for work, and is self-motivated.

This individual will perform a range of office support assignments under close supervision.

Minimum Requirements: Willingness and ability to work at Perry Health Sciences Campus, 10-15 hours per week assisting the following departments: Therapeutic Massage / Medical Assisting / Pharmacy Technology.

Knowledge, Skills and Abilities: Proficiency in general clerical skills, and organizational skills. Telephone and email etiquette is essential. Confidentiality regarding- client names and health information is mandatory. Confidentiality regarding - academic documentation and information. The student should be able to demonstrate the following skills: attention to detail, adaptability, reliability and time management.

Relationships:

Reports To: Charmaine Parker

Supervises: Winifred Crumrine, Charmaine Parker & Shannon Natale

Responsibilities and Duties:

Assist the following departments with a variety of administrative duties.

Therapeutic Massage department:

The student will schedule clients for the Therapeutic Massage Student Clinic (on the Perry Health Sciences Campus). Duties may include, but are not limited to:

Pull data from Online Schedule

Screen new clinic clients with three health questions on the telephone

Pull client files to set up next clinic day

Confirm all clinic appointments via email or telephone

Assist clients with information regarding payment and parking and paperwork

General office duties as directed.

Medical Assisting & Pharmacy Technology departments:

Duties of this position are listed below:

type documents and correspondence

data entry

sort and distribute supplies

faxing, scanning and copying of documents

maintain office filing

retrieve information when requested

assist with event planning and implementation

replenish office supplies – when needed

perform work related errands as requested such as going to other buildings on campus for retrieval of information

keep office area clean and tidy

assist with compiling statistical data

other duties as assigned

Position Title: ATEC Assistant

Department: ATEC (Computer Technologies Division)

Reports to: Aisha Eskandari

Position description:

Student will assist with the ATEC summer camp program. Responsibilities include:

- Processing camp applications and payments.
- Maintaining a filing system and database which include camper registration information, receipts, enrollment tracking, and camp supply inventory.
- Handling incoming phone calls and emails.
- Assisting with marketing the camp program.
- Performing general secretarial duties to support ATEC including updating forms and applications, printing certificates, and other job-related duties as assigned.

DEPARTMENT: Enrollment and Student Services

POSITION: OFFICE ASSISTANT

LOCATION: RTP

SUPERVISOR: Wendy Cook

PAY RATE: \$9.00

Job Description: This position will provide administrative support assistance for the Enrollment and Student Services office of the RTP campus. Clerical tasks to include but not limited to: Assist Dean of Enrollment and Student Services, Academic Advisors, and Office Staff in filing and alphabetizing, photo copying, typing projects in Microsoft Word, Excel and PowerPoint, answering phones and taking messages, responding to inquiries, new student folder preparations, and other duties assigned.

Primary Skills Required: Must be punctual, dependable, outgoing and dress appropriately for an office setting. Must have a pleasant attitude, good customer service skills, good computer skills, eager to work, punctual, be able to handle confidential student information without incident. Knowledgeable in Microsoft Word and Excel software. Work harmoniously with staff, faculty and students.

Hours: TBD

POSITION: Peer Mentor (Work Study)

DIVISION: Advising and Student Success

DEPARTMENT: PATHWAYS MINORITY MALE SUCCESS INITIATIVE

PARTICIPATING CAMPUSES: Main and Northern Wake

DURATION OF ASSIGNMENT: August 2018-April 2019

Job Description: Works in partnership with the Program Coordinator in mentoring First Time in College Minority Male Students via the following:

- Scheduling and facilitating one-on-one sessions with referred FTIC student mentees, biweekly, in-person and/or electronically
- Keeping record of students served
- Assisting in the communication of program happenings, changes and/or opportunities that facilitate the engagement of assigned student mentees
- Sharing in the responsibility of maintaining the active presence of Pathways Social platforms, to include Facebook, Twitter and Instagram
- Part-time area/office coverage on the Northern Wake Campus

Primary Requirements: Training; Must have been a Wake Tech student that has successfully completed coursework for at least one semester; Must exercise good verbal and non-verbal communication skills, motivation, a positive and welcoming attitude, and a good reputation and image around the Wake Tech campus community; Must possess the willingness to take initiative.

Time Commitment: 10-15 hours a week

LOCATION: Main Campus, ECPE Building, Room 139

DEPARTMENT: Athletics

POSITION: Work Study Office Assistant

SUPERVISOR: Stephanie Sports, AAD

PAY RATE: \$9.00 (all on campus jobs are the same pay rate)

JOB DESCRIPTION: Clerical tasks to include but not limited to filing and alphabetizing, photo copying; creating, updating, and distributing sandwich boards on campus, typing; screening, prioritizing, and processing mail; greeting student athletes and providing assistance upon arrival; returning phone calls as requested; preparing letters, memos, and other internal and external forms of communication; updating office calendar as needed, assisting with annual golf tournament; updating, duplicating, and collating home game programs, assisting with home games for all sports as class schedule permits, performing other job-related duties as assigned in support of the college's goals and core values.

PRIMARY SKILLS REQUIRED: Must have a pleasant attitude with the ability to work harmoniously with the staff, faculty, and general public. Must have good customer service skills, good computer skills, and be eager to work. Must be punctual and knowledgeable in Microsoft Office products, have a working knowledge of basic office equipment operation – phone, computer, scanner/copier/fax, etc., and should possess excellent communication skills, written and oral, to include a good working knowledge of grammar, punctuation, and spelling.

HOURS: TBD but will primarily include nights and weekends (home events for men's and women's basketball, and volleyball games). After home contests are covered, additional hours will be provided during the day around class schedule.

DEPARTMENT: Financial Aid

POSITION: Office Assistant

LOCATION: Perry Health Science

SUPERVISOR: Tiffany Cogdell

PAY RATE: \$9.00

Job Description: Clerical tasks to include but not limited to directing student traffic, filing and alphabetizing, phone assistance, assisting students on the computers with signing in, FAFSA, registration, financial aid requirements, etc.

Primary Skills Required: Must have a pleasant attitude, good customer service skills, good computer skills, eager to work, punctual, be able to hand confidential student information without incident. Knowledgeable in Microsoft Word and Excel software.

Hours: TBD

NWC Administration Office of the CCO

POSITION: OFFICE ASSISTANT

SUPERVISOR: Ashley Douglass

PAY RATE: \$9.00

Job Description: Clerical tasks to include but not limited to filing and alphabetizing, photo copying, scheduling, data entry, collecting the interoffice mail, answering calls, and other duties as assigned.

Primary Skills Required: Must have a positive attitude, good customer service skills, good computer skills, eager to work, punctual, be able to handle confidential student information without incident. Knowledgeable in Microsoft Word and Excel software.

Hours: TBD

DEPARTMENT: DENTAL ASSISTING

POSITION: Clinical/Clerical Assistant

SUPERVISOR: Trudy Clark, Department Head

PAY RATE: \$9

Job Description:

Clinical tasks to include but not limited to organizing clinical area, checking inventory/supplies, stocking treatment rooms.

Clerical tasks to include but not limited to data entry, making copies, organizing work to be returned to students, etc.

Primary Skills Required: Must have a pleasant attitude, good computer skills, eager to work, punctual, be able to handle confidential student and/or patient information without incident.

Knowledgeable in Microsoft Word and Excel software.

Hours: TBD

Department: Financial aid (South Campus)

Supervisor: Ross Sinodis

Work Study Job Description: Assists with basic office work and day to day operations of the financial aid department South campus location. Will be required to evaluate files for scanning or recycling, operate office equipment, assist with other tasks as assigned.

Skills required: Ability to maintain confidentiality, good interpersonal and communication skills, proficient in basic clerical skills, working knowledge of computers, reliable and prompt.

Hours: 15-20 per week. Negotiable per student's schedule.

Department: Financial Aid Office

Position: Front-line/Express Desk Assistant

Location: South Campus

Supervisor: Alex Bellamy

Pay Rate: \$9.00

Job Description: The Southern Wake Campus Financial Aid Office is seeking an energetic and dedicated student assistant to assist in greeting, directing and assisting students and families in the processes of financial aid. Perform staff support functions including but not limited to: answering phone calls, directing students and families to staff and departments, copying, tracking information, directing student to complete required documents, assist walk-ins with computer processes (FAFSA, FSA ID, Terms and Conditions, etc.), and other duties as assigned.

- Help students with completing their FAFSA on the computers in the lobby.
- Assist students with creating FSA ID User Names and Passwords.
- Assist students to activate Wake Tech student accounts to enable the student to access Web Advisor/Self Service.
- Help students with Accepting their Financial Aid Award Package and Signing their Award Letter.
- Assist student in accessing CFI/School Servicing Center and assist students with uploading requested documentation.
- Assist students with logging into the Financial Aid kiosk. (Also, redirecting students from the Express Counter line into the Financial Aid Office when there's no waiting in the Office and the Express line is long.)
- Assist students in accessing and completing FA Terms & Conditions.
- Assist students in accessing the Wake Tech go. Portal, Student Forms and Financial Aid Forms.
- Assist students in accessing and completing FA Verification Documents correctly.
- Showing students where to find pertinent information on the Financial Aid webpage.
- Assist students with scheduling Financial Aid Appointments.
- Show students how to complete the Financial Aid Contact Form.
- Restock Financial Aid pamphlets and flyers.

Primary Skills Required: Must have a pleasant attitude, good customer service skills, good computer skills, eager to work, punctual, able to handle confidential information, and the ability to effectively and tactfully communicate with students, families, peers and supervisor.

Hours: TBD

DEPARTMENT: College and Career Readiness, HEP (High School Equivalency Program)

POSITION: Bilingual Office Assistant

SUPERVISOR: Maria Lafuente Fister

PAY RATE: \$9.00

Job Description: Clerical tasks to include, but not limited, to:

- Greets students and guests
- Maintains and updates students' records
- Prepares reports
- Maintains word processing files and uses word processing to prepare reports and correspondence
- Assist in the registration of students
- Maintains students' permanent folders
- Other duties as assigned in support of the college's goals and objectives

Primary Skills Required:

- Bilingual, Spanish/English
- Good computer skills and strong working knowledge of MS Word, Excel
- Pleasant attitude
- Good customer service skills
- Team member
- Eager to help
- Punctual
- Be able to handle confidential student information
- Knowledgeable in Microsoft Word and Excel software.

Hours: Monday-Thursday, between 8am and 5pm, according to the applicant's availability

DEPARTMENT: College and Career Readiness, HEP (High School Equivalency Program)

POSITION: Bilingual Student Tutor

SUPERVISOR: Maria Lafuente Fister

PAY RATE: \$9.00

Job Description:

Student tutors work collaboratively with HEP instructors in conducting virtual and face-to-face tutoring sessions for students pursuing a high school equivalency through the HEP program. HEP students are migrant and seasonal farm workers and attend classes through HEP Online, a virtual program that allows students from any part of the state of North Carolina to prepare for the high school equivalency exam. Virtual classes are delivered via Adobe Connect. Instructional material is delivered via Moodle.

A student tutor will work under the guidance of HEP instructors. Also, since the majority of HEP students attend online classes, HEP student tutors should be comfortable in an online setting.

Primary Skills Required:

- Bilingual, Spanish/English
- Strong computer skills and knowledge of MS Word, Excel
- Communicate clearly (written and spoken language) in both Spanish and English
- Demonstrate a cultural sensitivity for the students that meet the criteria set forth in the HEP grant
- Demonstrate competency in tutoring students in the areas of Social Studies, Science, Math, and Writing

Hours: TBD

DEPARTMENT: Student Service Administration

POSITION: Enrollment Customer Care Assistant

SUPERVISOR: John Saporilas

PAY RATE: \$10.00

Job Description: Serves as initial contact for students with computer usage from new and continuing students to registrar for classes. Maintain long in/log out records, assist student users, maintain work area supplies, assist in the Enrollment Services office as needed and communicate/report any student issues. Serve as back up for full-time staff during the enrollment cycle. This role is primarily to support strategic enrollment to aid in meeting the enrollment growth for the semester set by the college.

Primary Skills Required excellent customer service, communication, critical thinking skills. Knowledgeable in Microsoft suite programs, Colleague, Web Advisor, Student Self-Service, Eli, and New Student Orientation. Intermediate knowledge of computer user problems, college processes and procedures for a seamless process for students. Intermediate knowledge of Google Docs based programs.

Hours: TBD