

Work Study Job

Job Title:	Info Desk Specialist	Department:	Enrollment Services
Hourly Rate:	\$20.76	Supervisor:	Colisha Shibly

Job Description

Role and Responsibilities

This position cultivates a welcoming and inclusive atmosphere by actively engaging with students, staff, and visitors. Ensuring everyone feels valued and supported by providing friendly, approachable, and attentive service. Contributing to student's sense of belonging by listening to individual needs, offering guidance, and connecting people with appropriate resources and services.

This position has primary responsibility for greeting and triaging students, staff, and visitors to the Robert Smith Building Lobby, checking-in students for appointment and drop-in services, issuing ID Cards for students and staff, assisting with student engagement activities, maintaining the student services lobby, and coordinating Student Services division communication updates.

Essential Functions:

Customer Service

- Engage with students, colleagues, and community members from diverse backgrounds with cultural awareness and sensitivity. Demonstrate respect, empathy, and inclusivity in all interactions, and adapt communication and services to meet the unique needs of various populations.
- Promote an environment that values diversity, equity, and inclusion by actively supporting and participating in initiatives and programs that foster a culturally responsive campus community.
- Serve as a professional representative of South Seattle College, acting as a customer service expert by providing high-quality service to prospective students, current students, and community members. Establish and maintain effective working relationships and partnerships.
- Ensure timely and accurate responses to inquiries through campus phone lines, emails, live chats, and other communication channels.
- Keep the Information Desk fully stocked with essential materials, such as handouts, brochures, maps, and calendars.
- Support department efforts in organizing and coordinating student engagement activities, such as calling campaigns, Welcome Week events, and collaboration with the peer mentor program on quarterly projects.

Educational Benefits

1. Hands-On Experience in a Professional Setting

Develop customer service, administrative, and organizational skills that are valuable in many career fields.

Gain experience working in a higher education environment, which is beneficial for students interested in careers in education, student affairs, or public service.

Connect with other students, peer mentors, and student leaders, expanding both social and professional networks.

2. Communication & Interpersonal Skills Development

Improve verbal and written communication skills by interacting with diverse students, staff, and visitors.

Learn how to engage with individuals from different cultural and socioeconomic backgrounds, fostering inclusivity and cultural awareness.

3. Exposure to Campus Resources & Services

Gain firsthand knowledge of college services such as financial aid, academic advising, and career counseling.

Learn how to navigate college systems, which can help in personal academic success and assist peers.

4. Leadership & Event Coordination Experience

Participate in student engagement activities, Welcome Week events, and outreach programs.

Preferred Skills

No Prior Work Experience? No Problem! If you've volunteered, participated in school clubs, or helped plan events, those experiences will be useful in this role.

This job is designed for students who want to build experience while learning about college life.

1. Customer Service & Communication (No Prior Experience Needed!)

Enjoy helping people? This role is all about greeting students and visitors, answering questions, and making sure everyone feels welcome.

You'll practice professional communication skills by talking to students, staff, and community members in person, over the phone, and via email.

2. Being Friendly and Approachable

If you like meeting new people and helping them find what they need, this job is a perfect fit.

You'll learn how to assist students with common college questions, such as where to find campus resources and how to get involved in activities.

3. Organizational & Basic Computer Skills

You'll check students in for appointments, issue ID cards, and help keep student services running smoothly.

If you've used email, Google Docs, or any scheduling tools before, you already have a great start!

Applications Accepted By:	
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South Seattle College

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