



Federal Work Study Position Description

Position Title: Student Services Work Study - Watauga Campus
Supervisor Name: Allan Johnson
Department: Student Services - Watauga
Supervisor Phone Number: 828-297-3811 x5237
Physical Job Location (room/building): Student Services - W460
Approximate Hours Per Week: 10-20

Position Requirements

Personable, professional (in conduct & appearance) & friendly with students, staff, faculty and all persons encountered in performance of duties as Watauga Student Services work study. Knowledgeable of CCC&TI resources & support for students (through Student Services & beyond) & proficient in connecting students with appropriate resources. Skillful & efficient in communication with students & others in person and per phone. Prompt, responsive & attentive to students & others. Proficient in navigation of CCC&TI online tools (Self Service, Moodle, AVISO, etc.) & adept in assisting students with basic technical support. Perform duties within FERPA guidelines & maintain appropriate level of confidentiality.

Primary Job Duties

Connecting students with appropriate CCC&TI resources.
Being available to students in the Academic Advising Center.
Assisting students with basic questions within scope & expectations of a CCC&TI Work Study.
Assisting at Student Services front desk as needed (answering phone & providing greeting, information & instructions to walk-ins).
Performing relevant duties as assigned by supervisor.