

COMPASS Student Office Assistant

SUMMARY:

The COMPASS Student Office Assistant position will contribute to the Wittenberg University mission by modeling inclusivity and extending a high level of customer service by assisting COMPASS staff in ensuring that every student visiting COMPASS receives the support needed to be successful. Student Office Assistants will assist in the following key areas: customer service, administrative assistance, event/program assistance.

DUTIES AND RESPONSIBILITIES:

Customer Service

- Maintain a service-oriented atmosphere, which includes, but is not limited to the following:
 - Making eye contact with guests/students as they approach the COMPASS desk/entrance.
 - Verbally greet guests/students as they approach the COMPASS desk/entrance.
 - Listen carefully to guest/student requests and needs.
 - Demonstrate a positive and respectful attitude toward guests/students.
 - Demonstrate a willingness to assist.
- Respond to guest/student FAQs and direct accordingly.
- Assist students with appointment booking and check-in process.
- Assist students with booking a tutor.
- Assist students with study table sign-ins.
- Escort students to other offices as necessary.

Administrative Assistance

- Clean whiteboard and tables in the conference room and study pods daily.
- Ensure tables and surfaces in COMPASS space are free of litter/clutter and are clean.
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QUALIFICATIONS:

Detail-oriented.

Ability to maintain confidentiality.

Strong customer service skills. Personable and professional.

Strong work ethic; able to take on tasks with little to no supervision.

Knowledge of/familiarity with the MyWitt Portal, the COMPASS website, Handshake, Self-Service, PathwayU, Moodle, etc.

Basic MS Office knowledge.

Ability to lift and carry up to 40 lbs.

Ability to navigate campus.

COMPENSATION AND BENEFITS:

\$8.80/hour - Tier I

Average 5-7 hours per week

PRIMARY SUPERVISOR:

Joi Garrett Scales

ALTERNATIVE SUPERVISOR:

Grace Sever