

WORK-STUDY JOB DESCRIPTION ANNOUNCEMENT
Student Office Assistant (SOA)



<i>Department</i>	Office of TRIO Programs		
<i>Campus & Location</i>	Centretch Campus, Student Centre Building, Room S203		
<i>Supervisor</i>	Nnena West	<i>Phone</i>	303-340-7573

General Description

The Office of TRIO Programs brings together the TRIO Student Support Services (SSS) traditional and English as a Second Language programs to provide academic support and a sense of community to students who are TRIO SSS participants. This position will provide administrative and programmatic support to the office as a whole as well as to each individual program. This is a great opportunity to learn new skills including some general advising, student tracking data, time management, effective communication (verbal and electronic), leadership and more.

Duties & Responsibilities

- Greets and directs all visitors to appropriate offices or resources.
- Ensures completion of paperwork and sign-in procedures.
- Schedules appointments for advisors using Microsoft Outlook and/or Navigate.
- Provides basic program support through administrative projects as assigned.
- Creates and designs flyers, brochures, posters, event calendars and more.
- Responsible for cleaning and maintaining the bulletin boards, front lounge areas, helping with event set up, tear down, and clean up.
- Assists staff in making outreach phone calls to students.
- Assists in recruitment paperwork and outreach to students who applied to the programs.
- Serve as a student leader amongst TRIO programs, providing advice and support.
- Assists staff with recruitment activities including tabling and open house events.
- Other duties as assigned.

Qualifications

- Student must be awarded work study hours by the Financial Aid Office.
- Minimum 2.0 grade point average (GPA).
- Preference for current TRIO SSS or TRIO SSS-ESL participants.
- Be enrolled in a minimum of 6 credit hours at CCA.
- Excellent customer service skills and a desire to grow professionally.
- Intermediate computer skills including familiarity with Microsoft software, the internet, and general computer trouble shooting.
- Ability to place and receive phone calls on a regular basis and respond to emails.
- Capable of working independently in a constantly changing environment.

Number of Hours Per Week	10-20
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