

# LC WORK SCHOLARS POSITION DESCRIPTION

Work Scholar Job Title: Office Assistant

Worksite Name: Idaho Small Business Development Center

Supervisor Name: Kyle Guelcher Supervisor Email: krugelcher@lsc.edu

## **Employment Levels**

<b>Entry Level</b>	<b>Intermediate Level</b>	<b>Skilled Level</b>
Characterized by highly structured tasks or outcomes, relatively low level or number of skills required, typically repetitive or routine tasks and requiring direct supervision of worker results	Involves less direct supervision than entry level, more work variety, and requires some independent exercise of judgment along with an increasing knowledge of the job.	Work is typically skilled, requires little direct supervision, requires independent judgment on procedures, has variety, includes training others, and the expectation of contributions toward improvement of the way work is carried out.

In what employment level does this position fall (underline one)?

Entry Level       Intermediate Level       Skilled Level

Describe the duties of this position.

Daily duties may include the following:

- Provide Customer Service
- Provide administrative support to staff
- Check phone messages, respond, or forward as needed
- Answer phones, provide information, transfer calls, and assist walk-in clients
- Check office e-mail accounts and answer or forward
- Make sure office database and customer relationship management software show the same attendees for workshops/courses
- Forward new client registrations for business consulting to Regional Director
- Maintain calendars and call and confirm next day business consulting appointments
- Go to the Mail Room, get and send any mail, and distribute accordingly
- Ask questions and refer to the office procedure manual as needed

Weekly duties may include the following:

- Maintain client database, enter new requests for consulting, economic impact surveys, and notes.
- Call upcoming workshop attendees.
- Make workshop folder(s) as needed
- Copy handouts and presentations
- Deposit funds from workshop attendees
- When invited, participate in client sessions with Business Consultant(s) and/or Regional Director
- When requested, provide support to clients with services, such as business research and excel spreadsheet work.

Monthly duties may include the following:

- Update client mailing list in Constant Contact, an e-mail marketing program
- Edit and send out our monthly newsletter in Constant Contact

- Update bounced or unsubscribed e-mails in customer relationship management software and/or Constant Contact

List the learning opportunities for this position.

- Entrepreneurship and small business ownership
- Networking, assisting, and engaging with business owners
- Business resources
- Customer service and communication skills

What qualifications and skills are needed for this position?

- High school graduate with 2.5 or better GPA
- Ability to work collaboratively with staff to accomplish goals
- Ability to work and communicate in a professional manner
- Keyboarding and basic computer applications
- Independence and self-motivation
- Average to above-average writing and communication skills
- Organized and able to plan

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