

# LC WORK SCHOLARS POSITION DESCRIPTION

Work Scholar Job Title: Campus Engagement Specialist

Worksite Name: Student Involvement

Supervisor Name: Kristin Myers Supervisor Email: kmmyers@lcsc.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.

1. Office/Computer Applications
  - a. Possess knowledge of Microsoft Office applications (Word, Excel, PowerPoint, Microsoft Teams, etc.)
  - b. Ability to learn design and video programs such as InDesign/Illustrator, Adobe Express, and others.
  - c. Ability to learn new business applications is preferred, may include things such as 25live, Student Engagement Programs, and others.
  - d. Perform inventory inspections into spreadsheet form
  - e. Maintain Clubs and Orgs records
2. Customer Service
  - a. Perform customer service via phone, email and in person
  - b. Assist department staff with various events included but not limited to: Craft Fair registration forms, Graduation Banquet planning and additional special events.
3. SUB/CSL/Student Involvement
  - a. Support coordination of events and activities in the SUB/CSL/Student Involvement as directed by SUB/CSL/Student Involvement staff.
  - b. Assist with developing content, format, and layout of SUB/CSL postings, fliers, brochures, videos, etc. for marketing purposes.
  - c. Solicit and/or take photographs and write PSA for event posting on SUB/CSL website and social media and for publication purposes. May include editing or modify Images provided by participants to meet SUB/CSL and LCSC standards.
  - d. Aid with SUB/CSL facility beatification projects/maintenance as needed.

- e. Assert Office Policy while maintaining a professional attitude when dealing with confrontational situations and conditions.
- f. Assist with the college's overall recruitment and retention goals

#### 4. Additional Responsibilities

- a. Perform other duties as assigned by the SUB/CSL staff (admin assistants, coordinators, director, etc.)

List the learning opportunities for this position.

- Gain in depth knowledge of clubs & organizations (WEB, ASLCSC, and inner workings of special events hosted by SUB/CSL on the LC campus)
- Increase customer service skills
- Gain better working knowledge of higher education and its processes
- Learn how to help and serve others

What qualifications and skills are needed for this position?

- Great interpersonal skills and detail oriented
- Must be extremely dependable and self-starter
- Able to work as a team or individually.
- Ability to demonstrate exceptional customer service skills (interpersonal skills, written/oral) with internal and external customers.
- Presents oneself in a professional manner (presentation, communications, behavior, etc.)
- Proficient in Microsoft Office (Word, Excel, etc.), and Outlook
- Ability to learn additional office programs such as 25live, Student Engagement Software (Do More app), etc.
- Proficient in taking clear and concise notes
- Proficient in reading details

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