

Work-Study Job Description

Job Title: Welcome Center Ambassador

Department Name: Registrar

Hiring Supervisor: Dr. Robert Boggs

Hiring Supervisor's Email: robertboggs@scuhs.edu

Rate of Pay: \$18.00/hour.

Average number of Work Hours per Week (cannot exceed 20 hours): 20

Location: On Campus - Welcome Center B Building

Number of Positions Requested: 6

Job Description and Minimum Qualifications

Description:

Under the general supervision of the Registrar's office and other division leadership of the Welcome Center departments, this position will independently provide customer services for prospective, new, and continuing students. Specifically, the position fulfills receptionist duties, provides resources and information to students, schedules appointments, and provides impeccable front-line customer services. Customer service is provided in person at the front counter. This position also provides general programmatic support for admissions, registrar, financial aid, student services, and student accounts. This support may include, but is not limited to, outreach to students as reminders, follow-up, or announcements, filing and file management, posting announcements, receiving sending or sorting mail, and/or general administrative/clerical tasks as needed.

Minimum Job Qualifications

- Preferred 2 years of experience in a customer service environment.
- Maintain good financial standing according to Satisfactory Academic Progress.
- Must be in good academic standing and student conduct standing.
- Enroll in minimum of 6 credits per term.
- Be FWS eligible.

Job Duties and Responsibilities

- Greet customers and refer them to on-campus resources or to resources via electronic means
(Ex: Teams or Insight)
- Interpret policies and procedures for students, faculty, staff, administrators, and community members that visit the Welcome Center
 - Assists students with access to the mySCU system, student email, and other online services
 - Sorts, scans, and distributes mail
 - Assists in maintaining files and records
 - Perform other duties of a similar nature or level as assigned

Educational Benefits/Learning Outcomes

- First-hand customer service experience in a multi-faceted service center
- Opportunity to gain knowledge on multiple aspects of college operations
- Experience making memorable first impressions for visitors to the Welcome Center
- Experience building rapport and relationships with internal and external customers

Other requirements

Team members can provide students with instant access to a Financial Aid Advisor via electronic means.

Team members can provide assistance to students with Registrar questions (Official Transcripts, Enrollment verifications, graduation questions, etc.)

Team members can provide students with instant access to a member of the Student Services team for support on international support, wellness, advising, student life, housing, or any other out of classroom support need via electronic means.

Team members can provide general assistance regarding campus resources.

Team members can assist applicants and new students with tours of the campus.

To apply for this position, send your resume to: Registrar@scuhs.edu

SCU reserves the right to change the duties of the job description at any time.

SCU provides equal opportunity for all qualified applicants and does not discriminate based on race, color, national origin, religion, sex, sexual orientation, gender identity, age, disability, veteran status, or any other protected classification.