



Position: Administrative & Office Specialist I

Department: Student Success Office

Employment type: Part-time, 20 hours or less

Overview: As a member of the Health and Life Sciences team, the student would provide clerical and reception support to the division's central office, which may include receiving visitors by phone or in-person and responding to basic inquiries and directing more complex questions to the appropriate persons within the division

Work Schedule:

Job Duties and Required Competencies:

Career and Self-Development:

- **Skills:** Display curiosity; seek out opportunities to learn.
- **Tasks:**
 - Learn about science and health science programs via program webpages.
 - Answer basic inquiries about science and health science programs.

Communication:

- **Skills:** Promptly inform relevant others when needing guidance with assigned tasks. Communicate in a clear and organized manner so that other can effectively understand.
- **Tasks:**
 - Follow up appropriate inquiries and tasks with the appropriate division personnel.
 - Demonstrate strong communication skills when interacting with faculty, staff, students, and guests.

Critical Thinking:

- **Skills:** Multi-task well in a fast-paced environment.
- **Tasks:**
 - Manage multiple tasks and priorities simultaneously; for example, the phone rings just as a student walks into the division office to ask a question, etc.

Equity and Inclusion:

- **Skills:** Keep an open mind to diverse ideas and new ways of thinking
- **Tasks:**
 - Demonstrate flexibility and openness to new ideas and diverse viewpoints.
 - Contribute to inclusive practices and adapt to various lab environments.
 - Actively support equitable practices in lab operations and interactions.

Leadership:

- **Skills:** Serve as a role model to others by approaching tasks with confidence and a positive attitude.
- **Tasks:**
 - Be punctual, alert, and ready to provide clerical and reception support at any time.
 - Exhibit a professional, welcoming attitude and demeanor to all faculty, staff, students, and guests and all times.

Professionalism:

- **Skills:** Be present and prepared. Demonstrate dependability, e.g., report consistently for work or meetings.
- **Tasks:**
 - Communicate in advance if you are going to be late and/or unable to report for work.

Teamwork:

- **Skills:** Listen carefully to others, taking time to understand and ask appropriate questions without interruption. Collaborate with others to achieve common goals.
- **Tasks:**

- Utilize active versus passive listening skills to assess faculty, staff, and student needs in order to connect them with the information and/or resources they need.
- During peak times of the semester, assist faculty and staff with preparations. For example, sharpen pencils, pick up copies from the copy center, count out scantrons, etc.

Technology:

- **Skills:** Manage technology to integrate information to support relevant, effective, and timely decision-making.
- **Tasks:**
 - Answer phone calls.
 - Utilize computer and web browser to access faculty/staff directories and PVCC webpages to respond to general inquiries.

Additional Responsibilities:

- Other related duties as assigned.

Required Qualifications:

- Ability to multitask and manage multiple priorities at once.
- A personable demeanor and professional communication skills.
- Strong attention to detail and reliability.

Additional Considerations:

- Experience with Microsoft Office Suite.
- Experience in an administrative assistant position.

By fulfilling these responsibilities, you will contribute to the efficient and effective operation of the Student Success Office, support student and faculty success, and enhance the overall learning environment within the Health and Life Sciences division.

For more information, please contact the Federal Work Study (FWS) Program Coordinator at federalworkstudy@pvcc.edu