



**Position:** TJACE Office Assistant

**Department:** TJACE

**Employment type:** Part-time, 20 hours or less

**Overview:** As a member of the TJACE team at PVCC, the Office Assistant performs administrative and office support. This position serves as the evening front office receptionist, makes referrals to Network2Work and Workforce Services for additional opportunities and supports instructors.

**Work Schedule:**

**Job Duties and Required Competencies:**

### ***Career & Self-Development***

- **Skills:** Proactive approach to personal and professional learning; awareness of strengths and areas for development.
- **Tasks:**
  - Discuss goals with supervisor for your future career objectives throughout the work experience.
  - Articulate your strengths and weaknesses to pursue a career in field.
  - Seek out learning opportunities and complete research as needed.

### ***Communication***

- **Skills:** Strong written and verbal communication skills; ability to provide clear and effective instructions.
- **Tasks:**
  - Manage office traffic, in-person and by phone; Connect students to the appropriate staff members.
  - Refer eligible students to Network2Work for support and RSVP grants and Workforce Services for FastForward training programs.
  - Schedule assessment appointments.

- Promptly communicate when guidance and assistance is needed for asks.

### ***Critical Thinking***

- **Skills:** Ability to analyze and interpret information to make decisions and resolve issues.
- **Tasks:**
  - Assist with student assessments/registration.
  - Anticipate department and staff needs.
  - Support instructors with class preparation and identify details critical to student inclusion.

### ***Equity & Inclusion***

- **Skills:** Inclusive and equitable engagement with diverse populations; advocacy for inclusion and equity.
- **Tasks:**
  - Work equitably with everyone. Be open to differing opinions and cultural norms from your own.
  - Communicate effectively with English language learners.

### ***Leadership***

- **Skills:** Creating an environment of working together as team.
- **Tasks:**
  - Maintain a professional attitude at all times when interacting with students and colleagues.

### ***Professionalism***

- **Skills:** Effective work habits; acting in the interest of the larger community and workplace.
- **Tasks:**
  - Demonstrate appropriate business conduct at all times.
  - Complete projects assigned by the supervisor in a timely manner.
  - Uphold PVCC College policies and procedures.
  - Arrive on time, be present, available, and prepared.

### ***Teamwork***

- **Skills:** Collaborative work within a team; building and maintaining positive working relationships.
- **Tasks:**
  - Able to take direction, prioritize and complete tasks from multiple individuals.

### ***Technology***

- **Skills:** Leverage technology to support student goals and department needs.
- **Tasks:**
  - Assist students navigate registration forms online and in-person.
  - Proficiency in data entry and word processing.

### ***Additional Responsibilities:***

- Support various administrative and office functions as needed to ensure smooth operations within the department.

### ***Required Qualifications:***

- Strong organizational and communication skills.
- Proficiency in data entry and word processing.
- Experience in a customer service or administrative support role is preferred.

### ***Additional Considerations:***

- Ability to adapt to varying tasks and priorities.
- Commitment to maintaining a positive and professional demeanor.

**By fulfilling these responsibilities, you will contribute to the efficient operation of the TJACE office, support student success through effective administrative assistance, and help create a welcoming and organized environment for students and staff.**

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