

Front Desk Staff Member Position Description: The Learning Center, Division of Student Life

The mission of the Learning Center is to help students develop and enhance their academic skills and abilities through cultivating effective learning practices, as well as to build their leadership skills through high-impact leadership and engagement opportunities. We support investment in learning and studying, and respect individual learning styles. We strive to foster an environment conducive to collaborative learning, where trained student leaders serve as role models. With the goal of fostering lifelong learners, we strive to support students' efforts toward greater self-confidence and higher academic achievement and performance.

As a member of our front desk, your role is to support students, staff, and faculty and connect them to the resources offered by The Learning, Writing, and Speaking Centers. Front desk staff are expected to uphold the Learning Center's mission, be a welcoming face, and help maintain an excellent reputation for our center.

Primary Responsibilities

1. Meet the **professional standards** of the program
 - a. Represent the Learning Center in the best way possible by providing outstanding and inclusive customer service and exemplary knowledge of the Learning, Writing, and Speaking Centers (LWSC).
2. **Partner with students** in support of individualized student success
 - a. Assist students with identifying and connecting to LWSC services and resources that can meet their individualized learning needs.
 - b. Be a motivating and encouraging voice and support the development of confidence for the USF student body.
 - c. Facilitate the introduction of participant-peer leaders/staff, when necessary.
3. Utilize effective **interpersonal communication** tools and strategies
 - a. Communicate with students, faculty, and staff in a variety of capacities, including in-person, by phone, and by email.
 - b. Maintain contact with the Learning Center Program Assistant, making suggestions for new operations, and participate in a continuous evaluation and feedback process.
 - c. Exhibit confidence when speaking about program-specific information and/or general information about the LWSC's support.
4. **Serve as a resource** to all participants
 - a. Connect students to additional campus resources, as appropriate.



5. Demonstrate **problem-solving** abilities, promoting strategic and/or critical thinking from participants
 - a. Engage with students, staff, and faculty to help them decide which resource best suits their needs.
 - b. Assist with troubleshooting computers, printers, and other general issues as needed.

Requirements & Additional Expectations 1.

Engage in a continuous training process

- a. Attend all monthly staff meetings
 - b. Attend 1:1 meetings with the supervisor twice per semester, and upon request
2. Front Desk staff must be full-time students at USF
3. Front Desk Staff must maintain a 2.5 GPA (cumulative and semester)
4. Demonstrate a commitment to teamwork/collaboration in addition to having the ability to work independently and to manage time effectively (balancing employment and academic demands)
5. Maintain confidentiality about matters such as class standards, student progress throughout a course, and/or student complaints
6. Model appropriate professional attitudes and behaviors, while actively working to increase personal cultural responsiveness/awareness

USF is a private Catholic and Jesuit Institution and particularly welcomes candidates who desire to work in such an environment. Jesuit tradition defines USF's approach to learning and our commitment to welcoming all students (<https://www.usfca.edu/about-usf/who-we-are/vision-mission>).

Preferred Qualifications

- Willingness to continuously learn and improve within the position
- Proficiency with a variety of technology systems and tools
- Relevant experience within a customer service position

Time Commitment and Compensation

Front Desk Staff Members are hired on a one-semester basis, with the option to return in subsequent semesters, subject to program needs, availability, and satisfactory performance. Front Desk Staff Members work in the Gleeson Library on the USF Hilltop Campus for a maximum of 25 hours/week (10 hours average) at an hourly wage of \$19.75/hour. *Please note that all compensation is taxable.*

Supervisor(s) LC

Program Assistant

and/or

LC Assistant Director

Application Procedure

More information can be found at The Learning Center's Employment Opportunities webpage: <https://myusf.usfca.edu/lwsc/lwcjobs>. Please contact lwsc@usfca.edu or 415-422-6713 with questions about this opportunity, including how to apply.

USF is an Equal Opportunity/Affirmative Action Employer. We particularly encourage minority and women applicants to apply for all positions. The University provides reasonable accommodations to individuals with disabilities upon request.