



PARC Welcome Desk Staff Position Description

Position location:	PSFA Academic Resource Center (PARC)
Employing Unit/College	PSFA Student Services/College of PSFA Dean's office
Working Title (if other than class title):	Welcome Desk Staff
Classification:	Federal Work Study
Time Base:	0.5
Name, Title & Classification of Person Employee Reports to (Lead):	PSFA Learning Coach Rebecca Tedesco
Name, Title & Administrative Level of Appropriate Administrator:	PSFA Resource Manager Clarence Singh
Subject to Background Check:	☐ Yes ☒ No

Function of the Employing Unit:

The College of Professional Studies and Fine Arts (PSFA) is one of eight instructional units of San Diego State University. The College is comprised of ten diverse departments and schools: the departments of Aerospace Studies, Military Science and Naval Science; the schools of Art, Design and Art History, Communication, Hospitality and Tourism Management, Journalism and Media Studies, Music and Dance, Public Affairs, and Theatre, Television and Film as well as ten research centers. The College is staffed by 49 positions comprised of administrative, clerical and technical staff in addition to approximately 260 tenured/tenure-track faculty and lecturers serving over 5,000 majors.

The Dean's Office is responsible for the creation, implementation and continued support of the instructional, research, and development processes in the College. The Student Services Team supports PSFA students holistically, including advising, connections to campus resources, learning services, academic status, and more. The team is supervised by the Assistant Dean for Student Affairs.

Purpose of Position:

Welcome Desk Staff in the College of Professional Studies and Fine Arts Academic Resource Center (PARC) maintain an inclusive and positive environment for all in North and South PARC, the PARC Discord, and PARC activities, and oversee day-to-day operations.

Major Responsibilities/Duties:

1. Greet students, faculty, staff, and visitors entering North and South PARC and joining the PARC virtual learning center Discord.
2. Complete operational tasks as directed, including showing students how to schedule learning coaching and peer tutoring appointments and prompting students to sign in to study in North and South PARC.
3. Follow a set semester work schedule and arrive for and finish scheduled shifts on time.
4. Adhere to the written policies and procedures of the PARC and ensure others do as well.
5. Complete all administrative tasks such as submitting time sheets completely, correctly, and on time.
6. Collaborate and cooperate with others on the PARC team.
7. Attend and participate in all scheduled staff and training meetings unless excused by a supervisor.
8. Publicize the PARC's programs and activities if needed by making classroom visits, distributing materials to the campus community, etc.
9. Directly address any work-related suggestions or concerns with a supervisor.

Position Requirements:

For consideration, candidates must possess the following qualifications:

- Must be a federal work study eligible student.
- Minimum grade point average of 2.7 for 2 semesters.
- Must be enrolled in at least 6 units as an undergraduate or at least 3 units as a graduate student.
- Friendly, respectful, and professional demeanor with a positive attitude.
- Ability to work on a team with a variety of students, faculty, and staff.
- Inclusive attitude toward others who have different perspectives and life experiences.
- Willingness to be self-reflective, accept constructive feedback, and implement recommendations for enhancing one's practice.
- Strong organizational, interpersonal, and communication skills.
- Must attend monthly 1-hour team meetings.