Job Title
Office Worker

Reports To
The Student Development Center’s Office Manager, as well as to the department Director and Assistant Directors.

Job Overview
The office worker is the front-line representative of the SDC. Their primary role is to assist customers with whatever needs they may have, which could include scheduling appointments, preparing documents, and proctoring exams. They will be knowledgeable of all services provided by the SDC, so as best to direct customer inquiries. They will take phone calls, respond to emails, run errands on campus, and assist with department-hosted professionalism events.

Responsibilities and Duties
• Assist walk-in customers, as well as those on email and the phone.
• Maintain a calm, welcoming, and professional office environment.
• Schedule staff appointments in Microsoft Outlook.
• Maintain confidentiality when handling student files.
• Supervise peer tutoring activities during evening hours.
• General office tasks (photocopying, filing, printing, light cleaning).

Qualifications
• Strong customer service skills.
• Ability to remain calm under pressure.
• Punctual in attendance and communication.
• Confidence in using Microsoft Office Suite, specifically Word and Excel.
• Ability to follow directions and pay attention to detail.
• Desire to serve fellow students.
• Willingness to learn.
• Exude professionalism at all times.