

COTC

Student Employment Job Description

Job#: 98742

Department: Testing Center

Job Title: Senior Front Office Assistant

Supervisor: Heidi Hartley **Phone #:** 740-364-9676 **Email:** hartley.216@cotc.edu

Hourly Rate: \$ 10.50 \$12.30 effective 08/16/21

Qualifications:

- Must be at least a sophomore or second year student.
- Must have previous work experience, preferably in an office or other professional setting.
- Must be punctual, dependable, and flexible.
- Must possess working knowledge of computers and basic office equipment.
- Must have excellent customer service skills and the ability to handle difficult situations.
- Must follow established office policies, procedures, and protocols.
- Ability to work effectively with diverse populations and with students with disabilities.
- Ability to be accountable for confidential and sensitive materials and information.
- Ability to focus and maintain high quality work during high volume test times.
- Attention to detail extremely important.
- Maintain high ethical standards.
- Ability to take initiative and be proactive.
- Ability to troubleshoot and solve problems daily.
- Remain professional, even in difficult situations.
- Must be able to work without direct supervision.
- Ability to train new employees.
- Ability to supervise as needed.

Job Description:

- Distribute exams to students and maintain visual test security throughout test proctoring process. (10%)
- Proctor exams for students with ODS accommodations and ensure that ODS and ADA policy is being followed at all times. (10%)
- Assist students with scheduling. (10%)
- Maintain accurate records of activities. (10%)
- Perform daily clerical tasks such as printing, scanning, collating, filing, answering phones, taking messages, forwarding and directing call appropriately, running errands, and other tasks as needed. (20%)
- Refer students to campus resources as needed. (5%)
- Take the lead in training new employees, supervise their progress, and report to Coordinator. (10%)
- Assist in proctoring TEAS testing. (5%)
- Troubleshoot problems, make decisions, and maintain responsibility for them. (5%)
- Assist other employees with problems in the absence of the Coordinator. (10%)
- Assist the Coordinator with special projects as needed. (5%)

Daily Expectations:

- Strictly follow testing guidelines as outlined by instructors and the Testing Center.
- Must be willing to work during Finals Week and on campus breaks (will work around your final exams).
- Must be willing to work evenings as needed with no direct supervision.
- Open/close the Testing Center following appropriate procedure.
- Operate office equipment and software programs
- Uphold NCTA Professional Standards and Guidelines.
- Maintain FERPA.

Background check required for selected applicant

This job does not replace a full-time employee.

Click here for an [application](#)

COTC Account #: 53015

OFFICE OF FINANCIAL AID USE ONLY

- Students in this job provide services that are open, accessible and designed to improve the quality of life for community residents or to solve particular problems related to those residents' needs Yes No
- Students in this job provide services to students with disabilities Yes No

Background Check Required? Yes (RD) No

06/30/21