



STUDENT EMPLOYMENT JOB DESCRIPTION

Job#: 99843

Department: COTC Gateway - Newark

Job Title: Student Administrative/Support Services

Supervisor: Charlene Ross **Phone #:** 740-755-7667 **Email:** ross.850@mail.cotc.edu

Hourly Rate: \$13.30

Qualifications: *(specific training/experience required)*

Candidates must possess good written and verbal communication skills, organization and time management skills, and basic phone etiquette. Candidates must have basic familiarity with MS Office products, such as Word, Excel and Outlook, and office equipment. Previous customer service experience is preferred. Must be able to maintain confidentiality. ***Familiarity with Veterans and Military a plus but not required.

Job Description: *(specific information regarding level of responsibility, range, and complexity of duties with percentage of time for each)*

This position is responsible for assisting the Military and Veterans Resource Coordinator in the Gateway.

- 50% - Assisting current students and participate in outreach within the community and with on-campus efforts and events as needed. (Ex: Set up/tear down, supplies inventory status and pack/prepped). Work collaboratively with the OSU Newark campus veteran mentor as needed. Maintains monthly calendar of student Veterans and Military events including workshops, lounge maintenance etc. Assist with out-going calls to current and prospective students that include:
 - Following up with applicants and explaining next steps
 - Reminders for appointments
 - Promotion of COTC and on-campus events
- 30% - Provide customer service to students, staff, and community members. Additional time may be spent connecting with VA Certifying Official and Student Life as needed. Assist Admissions with outreach to applicants indicating Veteran, Military, Military Connected.
- 15% - Network with local businesses and community agencies and organizations regarding established programs, new outreach initiatives, and exhibitions.
- 5% - Other duties as assigned.

- Will the Student Employee have access to restricted data (to include elements such as name/social security number, driver’s license number, debit/credit card account data, cash, **and/or** be working/providing services unsupervised by any university/college faculty/staff?

 Yes *(Third party background check required-completed online)*
 No

- Will the Student Employee be working with minors; including care, custody or control of a minor? (The definition of “minor” does not include persons under the age of 18 who are enrolled for academic credit or have been accepted for enrollment.)

Yes (BCI & FBI background checks required-completed @ Security Office)

No

This job does not replace a full-time employee.

Click here for an [application](#)

COTC Account #: 51010

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 (BCI & FBI ~ Third Party) No