



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

The mission of The Learning Center is to provide students with opportunities to increase and enhance their academic skills and abilities through cultivating effective learning practices. We support investment in learning and studying and respect individual learning styles. We believe in creating an environment that is conducive to learning as well as serving as role models. With the goal of creating lifelong learners, we strive to support students' endeavors towards 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 that The Learning, Writing, and Speaking Centers offer. Front desk staff are expected to uphold the Learning Center 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 but not limited to in person, phone, and 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 support provided by the LWSC.
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 is best suited to their needs.
 - b. Assist with troubleshooting computers, printers or general problem areas as needed.



Requirements & Additional Expectations

1. Engage in a continuous training process
 - a. Attend a bi-weekly staff meeting
 - b. Attend 1:1 meetings with supervisor once 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 based on program needs, availability, and satisfactory performance. Front Desk Staff Members work in Gleeson Library on the USF Hilltop Campus for a maximum of 25 hours/week (10 hours average) at an hourly wage of \$16.25/hour. *Please note 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.