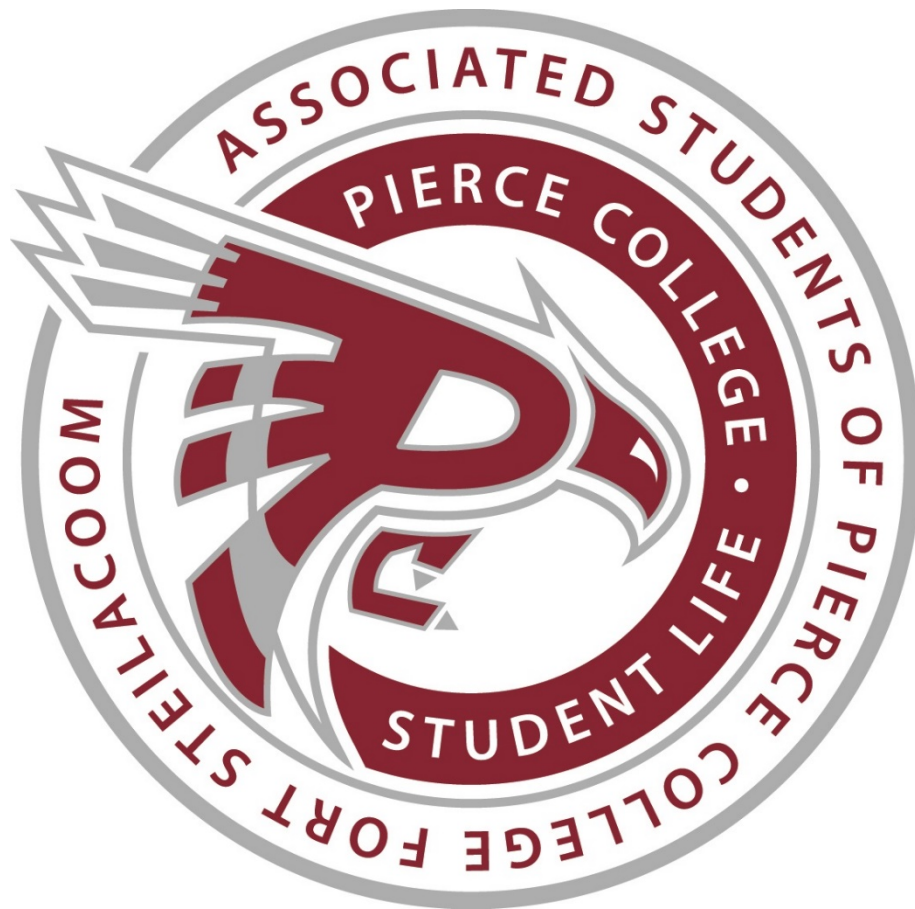


# Front Counter Staff Application Packet – 2020/2021



## OFFICE OF STUDENT LIFE STAFF USE ONLY

- Application Complete
- All Documents Attached

Date Received:

Received by: \_\_\_\_\_

\_\_\_\_\_

# What to Include in your Application

1.	<p><b>Student Life and Pierce College Application Forms:</b> Please print legibly, (or type) your applications. Answer all questions completely.</p> <p><b>Don't forget to sign and date your forms!</b></p>
2.	<p><b>Two (2) References or Letters of Recommendation:</b> <u>One Reference/Letter must be from a Pierce College Staff/Faculty Member</u> Second Reference/Letter should be from a current or previous employer, instructor, administrator, clergy leader, or other individual who can attest to the following:</p> <ul style="list-style-type: none"><li>a) <i>Your character.</i></li><li>b) <i>Your potential/qualifications to provide great customer service.</i></li><li>c) <i>Your work ethic.</i></li></ul> <p><u>Do not submit references or letters of recommendation from family or friends!</u></p>
3.	<p><b>A Current Transcript:</b> Unofficial Transcripts are Acceptable. Must have a minimum of one quarter completed at college level educational facility.</p>
4.	<p><b>A Copy of your Resume:</b> Attach a current resume outlining your work/volunteer experience</p>

## Once Complete

Turn in your complete application packet to **Walter Lutsch**, the Student Engagement Specialist, in the Student Life Office (Cascade 418). You can either drop it off at the Front Desk or email it.

**If you have any questions, please contact Walter:**

Phone: (253) 912-2358 or Email: [jlutsch@pierce.ctc.edu](mailto:jlutsch@pierce.ctc.edu)

# Job Description

Position: **Front Desk Office Assistant**

Department: **Student Life Office**

Salary: \$13.50/hr.

## Minimum Qualifications:

- Have a minimum GPA of 2.5 at the time of application (or have an upward trend for the past two quarters) and maintain said GPA for the duration of the employment.
- Applicants under a 2.5 GPA can include a letter for consideration explaining why their grades are below 2.5 and their plan for how they will raise them.
- Must be a team player who is positive, friendly, energetic, responsible, and cheerful and shares our passion for serving students!
- Must clearly and effectively communicate with individuals/groups within and outside of the college.
- Must have basic computer and keyboarding skills.
- Must be enrolled at Pierce College during term of employment. Summer enrollment not required.

## Desired Qualifications:

- Self-motivated, works well independently as well as with a team.
- Comfortable speaking on the phone, with students, staff and faculty and in front of groups.
- Knowledge of resources and programs on campus.
- Demonstrates follow-through and ability to meet deadlines.
- Able to work 10-15 hours per week.
- Prior customer service experience a plus!

## Essential Job Expectations:

- Show up on time and work assigned office hours.
- Attend all training sessions, meetings, events and activities as assigned for the position.
- Be familiar or become familiarized with Microsoft Office Suite applications.
- Coordinate day-to-day operations of the Front Desk; inform guests of upcoming Student Life events.
- Schedule and assist with making meeting arrangements.
- Develop relationships with new students, current students, and outside professionals.
- Exhibit high level of confidentiality.

## Essential and Typical Duties:

- Answer inquiries, questions and correspondence on departmental matters.
- Maintain and dispense items from the Food and Hygiene Pantry system.
- Receive and screen public by telephone and in person; transfer calls and/or seek the person needed.
- Retrieve and distribute mail from the mail room.
- Issue student ID cards according to criteria; maintain basic functions of the ID card machine; notify Student Engagement Specialist when supplies run low.
- Oversee and update large Student Life bulletin board in front of the Student Life Office as well as the Display Cases.
- May make signage for meetings, events, other Student Life activities & announcements.
- Perform other duties as assigned as well as determine projects for the improvement of the Office.

# Application

Name: \_\_\_\_\_ Student ID#: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

When are you planning to graduate or transfer from Pierce College Fort Steilacoom?

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1. Are you eligible for Work Study? (please circle one)      **YES**      **NO**  
*(Please attach award letter to this application if available.)*

2. Are you able to use scissors, cutters, punches, stamps, manipulate paper, work with machinery, and lift up to 50 pounds?

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3. Please write about a customer service experience that you have had and why that makes you a great candidate for this position.

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*I authorize the Director of Student Life and/ or the Student Life Staff to review my college records for verification. I also certify that the information provided in this application is true & accurate.*

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Signature

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Date