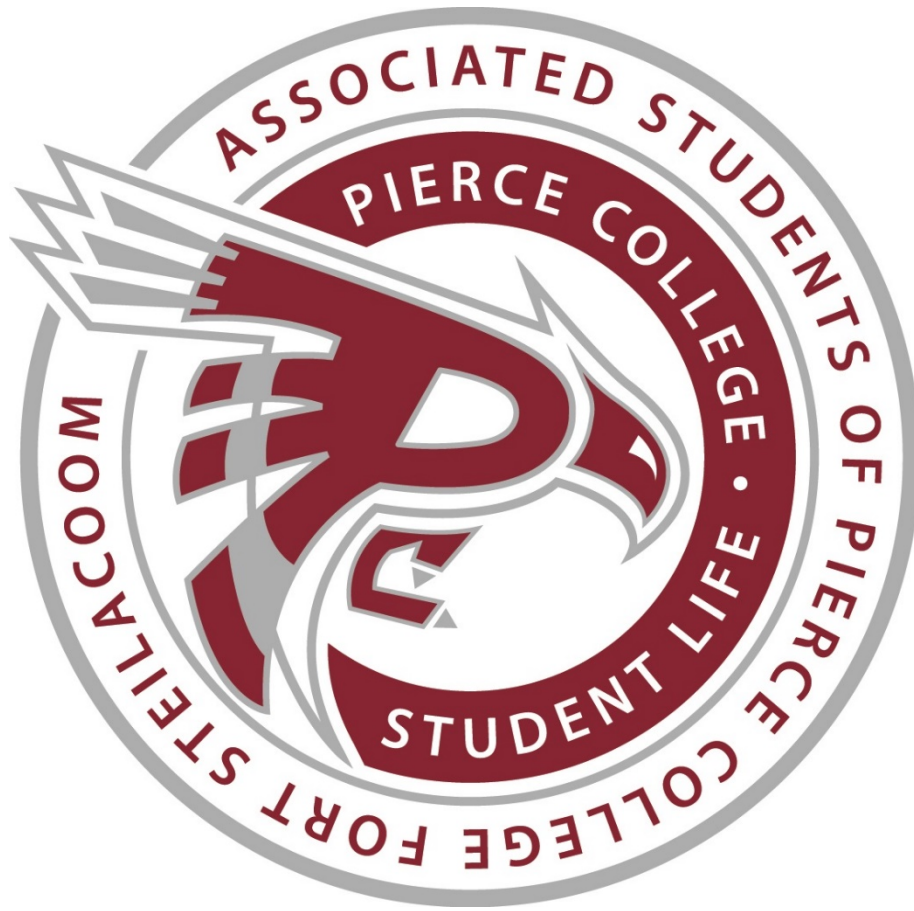


Front Counter Staff Application Packet – 2021/2022



OFFICE OF STUDENT LIFE STAFF USE ONLY

- Application Complete
- All Documents Attached

Date Received:

Received by: _____

What to Include in your Application

1.	<p>Student Life and Pierce College Application Forms: Please print legibly, (or type) your applications. Answer all questions completely.</p> <p>Don't forget to sign and date your forms!</p>
2.	<p>Two (2) References or Letters of Recommendation: <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">a) <i>Your character.</i>b) <i>Your potential/qualifications to provide great customer service.</i>c) <i>Your work ethic.</i> <p><u>Do not submit references or letters of recommendation from family or friends!</u></p>
3.	<p>A Current Transcript: Unofficial Transcripts are Acceptable. Must have a minimum of one quarter completed at college level educational facility.</p>
4.	<p>A Copy of your Resume: 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

Job Description

Position: **Front Desk Office Assistant**

Department: **Student Life Office**

Salary: \$13.69/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.
- Knowledgeable about/interested in learning and educating about 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 Requirements:

- Timely attendance and punctuality
- Strong communication skills
- Familiarity or willingness to be trained in Microsoft Office Suite applications
- Able to work independently/seek out and create improvement projects
- Exhibit high level of confidentiality

Essential and Typical Duties:

- Answer questions and correspondence from students through email, phone and in-person; directing them to resources or departments as needed
- Maintain and dispense items from the Food and Hygiene Pantry system
- 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 bulletin/poster boards throughout campus
- 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?

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

2. Tell us why you are interested in working in the Office of Student Life:

3. Tell us about a customer service experience that you have had (positive or negative) and how that makes you a great candidate for this position:

4. Is there anything you'd like us to know about you in terms of your qualifications, accommodations needed or anything else not yet covered in this application?

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.

Signature

Date