

Bellevue College Office of Student Engagement

**2021-2022 Student Business Center and Front Desk Job Description**

# Department Summary

The Bellevue College Office of Student Engagement is committed to enriching student life by providing engagement and leadership opportunities that empower our students to find their passion, build community, and grow to be better world citizens who contribute to a vibrant and diverse campus culture.

We work to support students and student organizations, with the goal of creating an environment that promotes cultural awareness, inclusivity, personal accountability, and respect. By helping students learn about themselves and actively engage with others, we believe this enhances the overall college experience.

Student Engagement also provide events, activities, and outlets for purposeful involvement with a student development-centered approach, and the commitment to foster student success academically, personally and professionally. We oversee the Student Business Center, The Watchdog student newspaper, advise the Associated Student Government and manage the Campus Activities Board.

# Position Summary

Supervised by the Student Engagement Business Center Supervisor, the Student Business Center and Front Desk Coordinator help manage the Business Center, provide customer service to students, staff and visitors by providing a welcoming and inclusive atmosphere. Students in this position are expected to demonstrate effective communication skills, time management skills, an appreciation for differing viewpoints, willingness to accept responsibility, and a sincere interest in helping others.

The successful candidate will demonstrate a commitment to Bellevue College’s mission, values, and a sensitivity and care for students and guests from diverse backgrounds, experiences, and identities; and the proven ability to effectively balance academic, work, and personal responsibilities.

# Qualifications and Requirements

Commitment to inclusivity and working with individuals from different cultural, ethnic and religious backgrounds.

At the time of hire, students must:

Be enrolled in at least 7 credits at Bellevue College.

Be in good standing with the College as far as Student Conduct

While in the position, students must…

Be enrolled in at least 7 credits at Bellevue College each quarter (except summer)

Maintain a GPA of 2.0 or greater

Remain in good standing with the College as far as Student Conduct

# Desired Qualifications

Experience in a front-facing customer service role

Experience with cash handling and point of sale devices

# Compensation

For Summer/Fall 2022 – Spring 2023

* 15-19 hours a week at $16 per hour.

# Student Business Center and Front Desk Coordinator Position Responsibilities

## Customer Service

* + Welcome students, staff and visitors. Help create and maintain an inclusive space for everyone. Develop relationships with new students, current students, and members of the campus community.
* Identify and offer assistance to students and visitors who seek resources, have questions, concerns, or who need general assistance. Refer students as necessary to appropriate professional staff.
* Works collaboratively with other student employees, professional staff with the Office of Engagement and the broader BC campus community.
* Keep up to date with general campus information and resources.

## Administrative Tasks

* Respond to in-person and phone questions and concerns in welcoming and inclusive manner.
* Maintain effective and regular communication with supervisor and the Director of Student Engagement.
* Cash handling and sales, recording sales and running cash register
* Maintain the log and manages the front desk of the Office of Student Engagement.
* Take and relate messages for professional staff, ASG and Student Affinity Coordinators.
* Follow financial best practices for handling sales, processing and logging payments.
* Operate camera and computer to take ID photos and process and print IDs
* Respond to in-person and phone questions and concerns in welcoming and inclusive manner.
* Participate in staff meetings, supervisory meetings, and provided training opportunities, when required or requested by professional staff.

For questions about the Student Business Center and Front Desk Coordinator positions or application process please contact the Amy McCrory,

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