



## Bellevue College Student Engagement

### 2024-2025 Student Business Center and Front Desk Job Description

#### Department Summary

Bellevue College 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

### Academic Standing and College Experience

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

## Compensation

For Summer/Fall 2024 – Spring 2025:

- 15-19 hours a week at \$18.00 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 in Student 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
- Maintain the log and manages the front desk of the Office of Student Engagement.
- Maintain a clean and orderly work environment.
- 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, amy.mccrory@bellevuecollege.edu.

## Minimum Qualifications

Bellevue College does not discriminate on the basis of race, color, national origin, language, sex, sexual orientation, including gender identity or expression, disability, or age in its programs and activities. Please see policy 4150 at [www.bellevuecollege.edu/policies/](http://www.bellevuecollege.edu/policies/). The following people have been designated to handle inquiries regarding non-discrimination policies: Title IX Coordinator, 425-564-2641, Office C227, and EEOC/504 Compliance Officer, 425-564-2266, Office R130.

- Must have a minimum GPA of 2.0 at the time of application and maintain said GPA for the duration of the employment.
- Must continue to take a minimum of 5 credits during duration of position.
- Must be willing to interact with individuals regardless of their age, religion, or sexual orientation reflecting Bellevue College's commitment to maintaining an environment free from harassment and discrimination.

### **Job Functions**

- Assist with training the new hires.
- Develop relationships with new students, current students, and outside professionals.
- Cash Handling and Sales for movie's and student-event tickets.
- Assist students with directions or resources
- Attend required trainings and weekly staff meetings.

### **Expectations**

- Complete required FERPA and Student Programs training, uphold the College's Affirmation of Inclusion
- Show up on-time and work your scheduled hours, be present and engaged during work hours
- Attend all training sessions, meetings, events and activities as assigned for the position.
- Within first 30 days of hire, complete Student Organization Handbook training in order to assist students and staff with the process and paperwork

### **Pay rate**

- \$18.00 per hour

### **Work Hours**

- 10-19 hours per week

### **What you can expect from your supervisor**

- Clear expectations for the job.
- A supportive and friendly work environment.
- Information and help when needed.
- Professional development opportunities, if available.