

TRIO FRONT DESK ASSISTANT JOB DESCRIPTION 2022-2023



General Description:

The TRIO Front Desk Assistant will engage and make genuine contact with students and visitors in the TRIO SSS Suite in Bessey 209 and those using the TRIO SSS Program Tutoring Center. TRIO Front Desk Assistants provide administrative support to TRIO SSS Program professional staff and TRIO SSS Scholars enrolled in the program. Front Desk Assistants will contribute to a welcoming work and study environment by providing in-person support to those in the physical TRIO spaces on the second floor of Bessey Hall.

Duties include, but are not limited to:

- Attend TRIO Peer Staff training prior to the start of classes each semester (1-2 day fall training in mid-August, and 1-2-day spring training in early January, 9:00 AM – 5:00 PM each day)
- Attend biweekly TRIO Peer Staff meetings and in-service trainings
- Be visible, approachable, helpful and demonstrate mutual respect and caring
- Sign in and out all TRIO students visiting TRIO SSS Tutoring Center using the online Blumen platform
- Answer questions and guide visitors in the TRIO SSS Tutoring Center and TRIO SSS office suite
- Be knowledgeable of TRIO, NSSC and other campus resources to assist in student referrals
- Answer phones in a professional, polite, and efficient manner
- Schedule and manage flow of appointments for TRIO Peer Tutors
- Assist with sanitizing and upkeep of the TRIO Tutoring Center and office suite for COVID compliance
- Participate and engage in TRIO SSS programming, workshops, and outreach events
- Other duties as assigned

To Complete Application:

- Provide Resume
- Provide Transcript
- Submit [Here](#)

Requirements and Characteristics

- Full-time MSU, East Lansing undergraduate student
- Minimum cumulative GPA of 2.75
- Ability to work minimum of 8–10 hours per week
- Understanding or interest in the experiences of students who are the first in their families to attend college including challenges and strategies for success
- Understanding experiences of scholars with limited income and/or with a reported disability to refer to supporting resources on or near campus
- Strong oral and written communication skills
- Have a strong sense of responsibility, professionalism, and teamwork
- Open to learning about cultures, ethnicities, lifestyles, and backgrounds different from one's own
- Ability to serve as a positive role model
- Professional, dedicated, and supportive team member
- Passion for MSU and helping fellow students achieve their academic and personal goals
- **TRIO students preferred and given first priority in hiring**