



## Urban College of Boston Federal Work-Study Job Description

<b>Job Title (not abbreviated):</b>	Learning Resource Center Assistant (Mandarin-speaking)
<b>Department:</b>	Student Services
<b>Reports To:</b>	Carmen Pineda, Dean of Students
<b>Supervision:</b>	Carmen Pineda, Dean of Students
<b>Hours:</b>	3 positions available; range from 4-6 hours/week (34 weeks)
<b>Date Created/Revised:</b>	8/29/18; 9/10/18
<b>Incumbent:</b>	N/A – new positions

### **General Description:**

This position will provide support to Learning Resource Center (LRC) staff and the Office of Student Services.

### **Specific Duties and Responsibilities:**

- Greet students as they come into the LRC.
- Direct students to appropriate tutors and/or staff.
- Make sure all needed supplies are present in the LRC. Inform Dean of Students if supplies are missing or low.
- Answer phone calls and take messages/direct phone calls as needed.
- Ensure the LRC remains clean, orderly, and welcoming.
- Help students troubleshoot computer issues.
- Assist with other tasks as assigned for the Department of Student Services.
- Assist Mandarin-speaking students with filling out applications and collecting documents for enrollment.

### **Requirements:**

- Excellent customer service and strong personal communication skills.
- Strong desire to support fellow students' learning and create a welcoming atmosphere in the LRC.
- Bilingual in Mandarin and English.
- Strong computer skills (Word and Excel), and comfort with internet research.

### **Education / Training:**

- Minimum of High School Diploma or equivalent credential.
- Must be enrolled in at least two UCB courses and maintain a C average or above.
- Must have already completed at least two semesters at UCB.