



## Classification Description

---

**Job Title:** Student Assistant/Work Study-LightHouse Commons (LHC) Desk Assistant    **Pay Grade:** TEMP

**Job Code:** 8100A

**FLSA Status:** Non-Exempt

### **Job Purpose**

The LHC Student Desk Assistant provides LHC front desk coverage by providing customer service support to prospective FSW students and families who may call or come into LightHouse Commons. General examples of tasks include, but are not limited to, answering phones, greeting visitors, scanning documents, filing, assisting with special events, operating basic office machinery, and basic computer work.

### **General Responsibilities**

#### **Essential Functions**

The College expects all employees:

- To deal with others in a professional manner
- To perform assigned tasks in an efficient manner
- To be punctual
- To dress professionally and exercise proper grooming and personal hygiene
- To demonstrate a considerate, friendly and constructive attitude toward fellow employees
- To assist residents in submitting work orders, responding to lockouts, and answering questions or concerns
- To process mail when delivered into lockers and resident mailboxes
- To monitor door access, check in guests, and report any unauthorized access to supervisor or on call staff
- To provide front desk coverage and customer service support to prospective FSW students and families who may call or come into LightHouse Commons with questions
- To perform administrative front desk responsibilities as directed from Residence Life Specialist
- To adhere to the policies adopted by the College

Performs other duties as assigned.

## STUDENT ASSISTANT/WORK STUDY STUDENT ASSISTANT-LIGHTHOUSE COMMONS (LHC) DESK ASSISTANT

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

### **Knowledge, Skills and Abilities**

#### **Minimum Qualifications**

High School diploma or equivalent.

Currently enrolled FSW student in good standing.

Maintain FSW student enrollment and SAP requirements. The Student Assistant must communicate with supervisors regarding any changes in availability or academic status.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

STUDENT ASSISTANT/WORK STUDY STUDENT ASSISTANT-LIGHTHOUSE  
COMMONS (LHC) DESK ASSISTANT

**Critical Skills/Expertise**

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

**Work Conditions/Physical Demands/Special Conditions**

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office; on occasion working outdoors.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: August 12, 2025.

**Acknowledgement of Receipt**

Received:

\_\_\_\_\_  
Signature – Student Assistant

\_\_\_\_\_  
Date