

MASSACHUSETTS BAY COMMUNITY COLLEGE

FEDERAL WORK STUDY PROGRAM

ACADEMIC YEAR 2017-2018

FEDERAL WORK STUDY JOB DESCRIPTION

OFFICE/DEPARTMENT: ONE Card Service Desk

HOURS DESIRED: 6-10 hrs/wk, mornings, afternoons and some evening and weekend shifts based on college calendar. Very flexible, schedule can change bi-weekly, based on availability and College needs. Key working hours are generally 11a-1p, with early morning, afternoon, and occasional evening and weekend shifts scheduled during certain times of the year. ****Wellesley campus ONLY.**

NUMBER OF POSITIONS: 2-3

SUPERVISOR: Mary Ellen E. Osburn

PHONE: 781-239-3152

JOB DUTIES:

1. Provide a customer-service oriented ONE Card office environment.
2. Produce and issue ONE Cards for students, faculty and staff.
3. Maintain inventory of supplies and assist with ordering.
4. Respond to email and phone inquiries regarding ONE Cards.
5. Coordinate lost and found ID's.
6. Work closely with other college departments for special events and scheduling.
7. Support the ONE Card Manager with various office administration duties and tasks.

PURPOSE OF POSITION: Act as the key point person for the ONE Card office.

JOB REQUIREMENTS: The ideal employee will have:

- the ability to work independently and collaboratively on assigned projects,
- ability to maintain confidentiality of all client information,
- consistent and reliable work habits,
- problem assessment and problem solving skills,
- excellent verbal and communication skills,
- commitment to doing a high quality job,
- a willingness to always learn new things.

****** CONTACT THE ABOVE MENTIONED SUPERVISOR IF YOU ARE INTERESTED IN THIS POSITION. ONCE YOU ARE HIRED, YOU MUST MEET WITH THE FWS COORDINATOR BEFORE YOU BEGIN WORKING. UNAUTHORIZED HOURS WILL NOT BE PAID. ******