

Student Employment Job Description

Job Title:	Student Experience Front Desk
Department:	Department of Student Experience
Rate of Pay:	2026/27 AY \$15
Location:	AHSC 215 Columbia College 1001 Rogers St. Columbia, MO 65201
Posted Date:	August 31, 2026- August 21, 2027
Supervisor:	Jennifer Zumsteg
Purpose/Summary	This is a work study position that is to help students navigate campus resources.
Essential Functions:	• Welcoming every visitor with a friendly greeting, serving as the positive first point of contact for the students, parents, faculty, and campus guests. • Confidently answering general campus questions and routing complex issues to the appropriate staff members. • Guiding students towards helpful campus resources such as counseling, housing, or student organizations. • Answering the phone with a warm, professional tone. • Supporting Student Experience events by helping with setup, staffing, and day-of logistics as needed. • Positively promoting the programs and opportunities within the Student Experience division, encouraging students to get involved. • Keeping bulletin boards and posters organized, current and inviting. • Delivering mail and packages promptly to the appropriate staff members. • Keeping the front desk well-stocked and ready to support the team. • Lending a hand with task for other staff members within the Student Experience offices. • Maintaining a clean, welcoming space by keeping the area free of trash and clutter.
Qualifications:	• Ability to fluently read, write, and communicate in English. • Strong proficiency in active listening, speaking, writing, critical thinking, decision-making, time management, and coordination. • Demonstrates skill in using Microsoft Office Suite, Google Workspace and other relevant software and database systems. • Proficiency in web-based technologies and online database platforms. • Ability to work effectively both independently and as part of a team, with or without direct supervision.

	• Strong problem-solving skills with flexibility and openness to change. • Excellent communication, interpersonal, customer service, and organizational abilities.
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