



RCC WORK STUDY JOB OPENING - 2022 - 2023

HOURLY WAGE: \$15.00

SEMESTER(s) FALL & SPRING or Summer:

JOB TITLE: Tutoring Services Computer Assistant for Student Help Desk

JOB DESCRIPTION: Looking for a few Computer Lab Assistants to help with managing the customer service of the Learning Center and Accessibility Office as well as assist with managing the Computer Lab in the Learning Center. The Learning Center provides one-on-one tutoring, a drop-in math table and various study groups for all students. It is a place for tutoring, studying, or doing research or typing papers in the lab. Students registered with Accessibility Services work closely with the tutors and computer assistants. Assist with managing the computers and laptops, showing students how to log-in and log-off, navigating available software, learning new software, assist students with navigating websites and portals, printing through Pharos, assist with accessing MyRCC portal, fill printer trays, answer questions, keep the center and lab organized, clean and tidy. Must learn the tutor scheduling system and assist with making tutor appointments. Students registered with the Accessibility Office may require additional assistance from the computer lab assistants with making an appointment, locating a tutor or help with navigating portals or formatting homework. Good customer service skills needed for managing the front desk. Assist students, faculty, staff and visitors with questions.

JOB REQUIREMENTS: Experience with computers, customer service, and languages. Awareness of various learning differences and disabilities. Ability to work with diverse populations. Also, good judicial standing with no outstanding judicial sanctions. Demonstrate the ability to be reliable, responsible, confident, flexible and a desire to help. Strong interpersonal and problem-solving skills. Develop responsible and clear communication skills with supervisor on an ongoing basis. Must be responsible with confidential information. Must have completed one semester and have at least a 2.5 gpa.



PREFERRED MAJOR(s): Information Technology, Computers, Business Management, Languages, Education, Humanities and others considered with qualifications and experience.

NUMBER OF POSITIONS TO BE FILLED: Open

CONTACT INFORMATION:

NAME: Joyce Atkinson, Coordinator of Learning Resources

OFFICE: Building 3, room 205G

E-MAIL ADDRESS: jatkinson@rcc.mass.edu

PHONE NUMBER: 857-701-1411

CAMPUS LOCATION: Roxbury, MA

DEPARTMENT: Learning Center/Tutoring Services

BUILDING NUMBER: Academic Building 3

ROOM NUMBER: 2nd floor, room 203

ADDITIONAL INFORMATION:

*Students are supervised by Joyce Atkinson, Coordinator of Learning Resources, & Lisa Carter, Associate Dean of Student Life. **The online timesheets are monitored and approved by the Associate Dean, Lisa Carter, on a weekly basis. Joyce Atkinson supervises the work-study students on a daily basis.**