



FRONT DESK ASSISTANT JOB DESCRIPTION

The Academic Success and Tutoring Center (ASTC) provides support, guidance, and resources to help Solano students grow as strong, independent, and active learners in their academic and professional pursuits.

All front desk assistants must be equity-minded, punctual, enthusiastic, empathetic, and have a desire to provide holistic academic support.

General Job Duties:

- Welcome visitors to the ASTC
- Help students enroll in the ASTC Canvas shell
- Connect Tutees with Tutors
- Assist students with the policies and procedures of the ASTC
- Perform ASTC clerical duties
- Provide ASTC orientations
- Recruit students to use the ASTC
- Act as an information liaison
- Other duties as assigned
- Ensure students sign in and out

We are looking for team members that possess the following characteristics:

- Patient
- Good listener
- Empathetic
- Enthusiastic
- Punctual
- Motivator
- Non-judgmental
- Desire to help others
- Team-oriented
- Strong computing skills
- Organization skills
- Strong communication skills
- Multitasker

General Qualifications:

- Have an overall GPA of 3.0 or better
- Be currently enrolled in 6 or more units at Solano Community College
- Attend all mandatory orientations, training sessions, and staff meetings

EMPLOYMENT INFORMATION

Please note: we cannot guarantee employment. ASTC staff will maintain an applicant pool of front desk staff person by availability, and once a spot opens up that seems like a good fit, we'll reach out.

Front Desk Assistants Must:

- Arrive to and finish scheduled work sessions on time.
- Follow the initial work schedule for the entire semester, unless otherwise approved by the ASTC Specialist.
- Front Desk Assistants are employed on a semester basis and contracts are subject to renewal each semester.
- Front Desk Assistants are paid for their scheduled work and for attending staff meetings and training sessions.
- Front Desk Assistants are always encouraged to speak with the ASTC Specialist and/or ASTC Coordinator as soon as they are having difficult time managing class(es), work, or life - do not wait until the last minute. We are here for you just as you are here for our students.

