



LC Work Scholars Position Description

Work Scholars Job Title: Office Assistant

Worksite Name: The North Central Idaho Small Business

Supervisor Name: Kyle R. Guelcher Supervisor Email: krguelcher@lcsc.edu

Employment Levels

<i>Entry Level</i>	<i>Intermediate Level</i>	<i>Skilled Level</i>
Characterized by highly structured tasks or outcomes, relatively low level or number of skills required, typically repetitive or routine tasks and requiring direct supervision of worker results	Involves less direct supervision than entry level, more work variety, and requires some independent exercise of judgment along with an increasing knowledge of the job.	Work is typically skilled, requires little direct supervision, requires independent judgment on procedures, has variety, includes training others, and the expectation of contributions toward improvement of the way work is carried out.

In what employment level does this position fall (check one)?

- Entry Level
 Intermediate Level
 Skilled Level

Describe the duties of this position.

Daily duties may include the following:

- . Perform general office duties to support daily operations and organizational priorities as they arise
- . Provide customer service
- . Provide administrative support to staff
- . Answer phone calls, provide information, transfer calls, and assist walk-in clients
- . Check phone messages, respond, or forward as needed
- . Check office e-mail accounts and answer or forward
- . Make sure office database and customer relationship management software show the same attendees for workshops/courses

List the learning opportunities for this position.

- . Entrepreneurship and small business ownership
- . Networking, assisting, and engaging with small business owners
- . Knowledge of small business resources
- . Customer service and communication skills

List the qualifications and skills required for this position.

- . High school graduate with 2.5 or better GPA
- . Ability to collaborate with staff to accomplish goals
- . Ability to work and communicate in a professional manner
- . Keyboarding and basic computer applications
- . Independence and self-motivation
- . Average to above-average writing and communication skills
- . Organized and able to plan
- . Must maintain strict client and office confidentiality and avoid conflicts of interest. A signed Conflict of Interest/Confidentiality form will be required



Describe your management style.

Collaborative Management

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