

KENT STATE UNIVERSITY

Academic Success

CENTER

Front Desk Specialist —Job Description

Program Overview

The [Academic Success Center \(ASC\)](#) is the hub for academic support at Kent State University, including Supplemental Instruction (SI), Tutoring, Academic Coaching, Testing & Placement, and learning skills workshops. Employing over 150 students, we are one of the largest employers on campus.

Qualifications

Front Desk Specialist staff requirements include:

- Active undergraduate student status (registered for at least six credits) in good academic standing.
- Ability to effectively address and communicate concerns from a student client to supervising professional staff.
- Familiarity with applications associated with Microsoft Office, and willingness to learn new technology.
- Strong interpersonal and communication skills.
- Ability to work with various populations and levels of experience.

Compensation and Time Commitment

- Starting pay of \$11.90 per hour
- Approximately 5-15 hours per week to devote to administrative responsibilities and program support
- Maximum of 28 hours per week total, including any other currently held Kent State positions
- Continued employment based on evaluation and availability

For additional information, please contact:

Academic Success Center
Center for Undergraduate Excellence, Suite 114
(330) 672-3190
asc@kent.edu

Position Overview

The Front Desk Specialist is the face of the Academic Success Center. This position will greet students and visitors, support the programs offered by completing administrative tasks, provide information on services and direct inquiries to the proper departments. *Front Desk Specialists will be responsible for the execution of multiple tasks, including but not limited to:*

- Performing receptionist duties by greeting University employees, students, and visitors, and directing them to the appropriate areas or persons.
- Providing information or materials to routine inquiries, answering the telephone, taking messages or routing calls according to office procedures.
- Supporting several academic programs by responding to questions/concerns, making reminder phone calls, and making or canceling appointments as appropriate.
- Communicating information to the Academic Success Center team.
- Data entry and other administrative duties.
- Exercise discretion in the performance of assigned duties by being knowledgeable of University and/or departmental policies regarding confidential materials.
- Professionally represent the Academic Success Center through in-office support and marketing and recruitment initiatives, such as information tables at events.

Applications

For consideration, please visit
www.kent.edu/asc/studentemployment.