

Job Description

412 Guilford House

<http://precollege.case.edu>

Equinox (216) 368 6735 Spectrum (216) 368 686



Through a joint program with Northwestern University's Center for Talent Development, Case Western Reserve University offers the Equinox and Spectrum programs to academically-talented high school and middle school students. The programs provide a structure that challenges students through an advanced curriculum, creates an environment that fosters interaction with intellectual peers, motivates students to meet high standards and take on challenges, and develops the academic and personal skills students need to be successful adults. The Summer at Case Office Assistant (OA) is required to:

1. Act as initial point of contact for programs by responding to inquiries and requests or directing as appropriate to those who can be of assistance (Customer Service Skills: friendly and attentive)
2. Answer phones in a professional manner; assist parent inquiries (transfer calls, take messages and supply accurate program information)
3. Provide information regarding programs, courses, policies, and procedures to internal and external contacts
4. Be willing to interact with a large number of staff, students (pre-college), faculty, and parents
5. Office work (phone answering, filing, data entry, copying) and have basic office skills and computer skills
6. Maintain a positive work atmosphere by behaving and communicating in a manner that supports students, staff, parents, and the public in general.
7. Work as part of a team, and be willing to communicate problems to your supervisor
8. Order, distribute and manage inventory of office, instructional, and residential supplies prior to/during the program
9. Keep the office neat and organized
10. Develop Class Rosters prior to the program
11. Maintain Attendance database during the program
12. Make copies (syllabi, class material, tests, worksheets, etc.) prior to and during the program
13. Maintain Acceptance Forms
14. Take Minutes/Notes during Staff Meetings
15. Assist with students' needs (distribute lunch cards, student escort to health services, cafeterias, or other program activities, etc.)
16. Read, review, and follow guidelines outlined in the Handbooks (staff and family)
17. Other projects and tasks as assigned by administrative staff

Requirements:

- Attention to detail
- Welcome diversity and enjoy working with people from many different cultural, ethnic, and economic backgrounds
- Be a self-starter and self-motivated (able to take direction and work without immediate supervision)
- Have strong interpersonal and customer service skills
- Strong communication skills (ask questions for clarity)
- Team player (take lead when there is a need)
- Computer user of at least moderate skill level - Must be proficient with MS Word, and an e-mail user - Must be able to use basic operations of MS Excel - Use of other MS Office applications such as PowerPoint, desirable
- Pleasant telephone manner (phone etiquette)
- Willing to work some weekend hours (Orientation Day June 29)
- Be ready for a busy/fast-paced office environment
- Have a desire to learn and succeed

Employment Dates: June 2 – July 25**Salary:** \$8.50/hour