Position: TRiO Assistant (Student)

Supervisor: TRiO Director

Pay Rate: Contract - $14.65/hour

Schedule: up to 20 hours week

Interested candidates should email Lisa Black at [lblack@mainecc.edu](mailto:lblack@mainecc.edu) for a link to the position application.

QUALIFICATIONS/SKILLS

* Ability to professionally and accurately represent TRIO when program staff are unavailable; as such, a TRIO student or a student with a background similar to the target population is highly desirable
* Ability to provide excellent reception support/customer service to TRIO participants in an online environment (comfort with videoconferencing, email, etc., providing basic technical support) and multi-tasking
* Ability to provide basic academic support to new participants (good academic standing, completion of at least one academic semester)
* An enthusiastic, customer-friendly attitude; ability to lead when necessary and comfort taking initiative
* Punctuality, dependability, and excellent written and/or oral communication skills
* Working knowledge of MS Office suite and willingness to learn new skills
* Proficiency with general office tasks, including photocopying and scanning

RESPONSIBILITIES:

The TRIO Office Assistant is responsible for providing exceptional customer service for KVCC’s TRIO program. The successful candidate must demonstrate effective communication skills (both oral and written), comfort working with a wide variety of constituents, and a student-friendly approach. Duties may include but are not limited managing the online TRIO space when professional staff are unavailable and assisting professional staff with additional projects as needed. This person must also maintain confidentiality regarding any private data or information s/he may encounter. There is a possibility for continued employment based on continued funding of this position. TRIO office assistants with good academic standing may be asked to serve as Accountability Partners to new students. Those duties are as follows:

* Regularly checks in with assigned student(s) at designated intervals (e.g., once a week via email).