Job Title: Front Desk Assistant/Administrative Assistant

Department: Human Resources

Campus & Location: CentreTech Campus, Administration Building Suit A207

Supervisor: Lauren Counterman

Contact Information: [HR@CCAurora.edu](mailto:HR@CCAurora.edu)

**General Description**

The Human Resources Department is excited to recruit our Students for a Front Desk/Administrative Assistant Work-Study position.

The Human Resources Office is open Monday through Friday from 8:00 a.m. to 5:00 p.m. We are able to provide a flexible and consistent schedule within these hours to fit your busy schedule.

We are willing to train on a wide-range of administrative and organizational skills that can be helpful in virtually any future career and welcome Students from all areas to apply. In this role, you can expect to gain an understanding of a professional work environment, learn more about Human Resources, and gain practical interpersonal, communication, organizational, and leadership skills through professional development opportunities and training. As this position will be trained on internal HR practices, the ideal candidate will be receptive and willing to ask questions.

We are looking for a friendly Student who is patient and committed to providing excellent customer service and support to visitors of the Human Resources Department and our full-time HR Team. The individual hired will be reliable, self-motivated, highly efficient, detail oriented and demonstrate excellent customer service skills. Because of the nature of the work to be completed, the individual will work with sensitive information and must maintain confidentiality at all times.

**Duties & Responsibilities**

* Greeting visitors (prospective, previous, and current employees and students) to the department.
* Maintaining confidentiality at all times when handling confidential and highly sensitive information.
* Answering and forwarding phone calls and emails in a timely manner as needed which will require you to answer general questions and/or direct to the appropriate staff member/department.
* Scanning, filing, and organizing both electronic and paper documents.
* Operating the printer, phone, and computer including Outlook, Microsoft Word & Excel.
* Review and compare electronic files to ensure that all documents in the physical files have been scanned and are scanned in an accurate and legible manner.
* Copy, print, and assemble paperwork such as new employee onboarding packets and orientation packets.
* General organizational tasks.
* Potential for other training and responsibilities if mutually beneficial and agreed upon by Employee and Supervisor.

**Minimum Qualifications**

* Must be eligible for Federal Work Study (Check with Financial Aid).
* Demonstrated capability and commitment to confidentiality practices and handling of sensitive information.
* Excellent customer service skills: Friendly, patient, and service-focused demeanor.
* Proficient English written and verbal skills.
* Multi-lingual candidates are strongly encouraged to apply.
* Punctual and reliable attendance; communicate any schedule changes effectively and timely.
* Maintain strong attention to detail, accuracy, and compliance to internal HR processes, policies, and procedures as applicable.
* Basic experience using web browsers (Chrome preferred), Microsoft Office Programs or Google Suite equivalent or strong willingness to learn.
* Willingness to receive and give constructive feedback for mutual improvement.
* Organized, self-motivated, and responsible to follow up as needed and stay on task.
* The ability to provide excellent customer service to people of diverse backgrounds, ethnicities, and beliefs.
* The ability to learn and work independently and as a member of the team.
* Resume or previous work history required.
* Willingness and ability to work remotely if needed.

**Number of Hours Per Week: Up to 20**

**Starting Salary:** $12.50