Student Learning Outcomes:

Through job-specific duties, interaction with staff and the campus community, continual trainings and other experiential opportunities, the Stern Center staff will:

- Develop interpersonal skills by building healthy relationships, working collaboratively with teammates, and communicating effectively
- Become more comfortable in conflict management, both within a team environment and in a customer service setting.
- Demonstrate a commitment to professionalism by following policies and procedures and articulating the ability to transfer each policy to a future career.
- Demonstrate an understanding of transferable skills provided in job duties from positions in Stern Center to after graduation.

All Stern Center student employees will:

- Provide a high level of customer service
- Provide a welcoming and inclusive environment
- Use human relations skills to interact with individuals from a variety of backgrounds and exhibit positive, helpful behavior
- Maintain focus in a high-energy environment

General Purpose:
The Stern Student Center Staff Assistants provides operational support for the Stern Student Center (SSC) and are the front-line customer service for a diverse population visiting the facility. These positions are ambassadors for the College of Charleston and serve as a resource for the campus community.

Job Functions:

- Serves as initial point of contact for the Stern Student Center
- Provides clear, concise information via all communication channels
- Maintains working knowledge of all policies and procedures within the Stern Center, including reservations and student organizations process
- Familiar with CoC campus and is able to provide directions to campus resources
- Adheres to all College of Charleston & Stern Center guidelines and policies
- Work with Building Managers in problem-solving
- Supports the professional staff for the SSC as needed
- Provides high levels of customer service.
- Ability to create a welcoming and inclusive environment.
- Ability to work 10-15 hours per week (some nights and weekends required).

Qualifications:
• Excellent communication skills - both written and verbal.
• General knowledge of CofC Campus
• Ability to work autonomously with limited supervision.
• Ability to use human relations skills to interact with individuals from a variety of backgrounds in a supportive behavior.
• Ability to work and maintain focus in a chaotic, high-energy environment.

General Expectations:
• Must maintain a 2.0 cumulative GPA and be enrolled in 12 credit hours (full-time student). The only credit-hour exception will be for final-semester seniors.
• Maintain satisfactory work performance; staff receiving warnings will be eligible to return pending satisfactory performance evaluations.
• Adhere to all Stern Center Staff guidelines and protocols outlined in the Staff handbook.
• Not be found in significant or repeated violations of the College of Charleston Student Code of Conduct.
• Attends mandatory student staff training & regularly scheduled staff meetings, and any one-on-one meetings or team meetings.
• Demonstrates sense of dependability and accountability regarding work hours and completion of assignments/tasks.
• Appropriate dress and behavior within the Stern Student Center in accordance with staff guidelines.