



STUDENT SERVICES – ADVISING

Student worker

We're seeking a friendly and tech-savvy student to join our Student Services — Advising team as a student worker. This role provides an opportunity for you to develop valuable communication, customer service and administrative skills while supporting the day-to-day operations of the advising office.

Federal work-study award is required to apply for this position. If you're unsure of your eligibility, email [Financial Aid](#), call 309.341.5283, or stop by E101.

Description of job duties

- Perform general clerical tasks including filing and organizing documents.
- Serve as a point of contact for students and staff making inquiries about the advising services.
- Answer phone calls professionally, responding to inquiries and scheduling appointments for students.
- Assist students who visit Student Services, and provide adequate customer service.
- Follow up on missed appointments and contact students for rescheduling.
- Assist with various projects as assigned.

Specific experience & skills required

- Friendly demeanor and excellent communication skills, both over the phone and in person
- Proficiency in technology, including word processing and spreadsheet software
- Exceptional customer service skills
- Ability to complete basic office tasks efficiently

Licenses or training required

None.

Hours needed to work

The office is open Monday through Friday from 8 a.m.–5 p.m. The working hours may vary within this timeframe based on the needs of the department.