

Student Employment Program @ LOYOLA UNIVERSITY CHICAGO

Student Position Description Creation Instructions

This template provides instruction on how to create an outstanding Student Employee position description. It addresses both the learning outcomes of the position as well as the duties and responsibilities of the job. Sections of this description can also be used when posting the position in RamblerLink. See sample on CEL website.

Description Section Construction

<i>Recommended Sections</i>	<i>Required Sections</i>
<p>General Position Description: 2-3 sentences giving a very basic descriptions of the position and how it contributes to the department’s goals, mission and outcomes.</p>	<p>Minimum Skills and Qualification: 5-7 bullets describing the basic required skills and qualifications. Examples of this include:</p>
<p>Example:</p> <p><i>Lifeguards are responsible for the safety of all pool patrons and are a critical component of the health and safety operations within the Student Union.</i></p>	<p>Example:</p> <ul style="list-style-type: none"> • <i>Current Loyola Chicago student</i> • <i>Attention to detail</i> • <i>Scheduling flexibility including some weekends and/or holidays</i> • <i>Work location</i> • <i>FWS Status (If applicable)</i>
<p>Departmental Student Employment Philosophy: Brief statement about the departments philosophy on the value and role of student employees. Often this is also the place to briefly list the skills and/or potential learning outcomes expected as a result of this employment opportunity.</p>	<p>Learning Outcomes, Objectives and Duties: this is usually the longest part of the position description. It can either be drafted in a traditional format of a couple of paragraphs or it can done in outline form.</p> <p>This is the section where you describe the position in terms of both what the student will learn from working in the position and the responsibilities of this position. When writing this section, think in terms of Employability, Transferrable and Specific Skill Sets, just as you would with a Full Time employee (for more information on Skill Sets, see the CEL website, Student Employment section on Skill Sets).</p>
<p>Example:</p> <p><i>It is critical to this department that student employees gain valuable skills and progressive responsibility as well as providing a critical service to students.</i></p>	<p>Example:</p> <p><i>Learning Outcome #1 is the acquisition or development of a strong customer service orientation.</i></p> <p><i>Objective #1 is to develop a strong customer service orientation by providing services which result in high customer satisfaction.</i></p> <p><i>Duty #1 is to develop a professional and positive demeanor when working patrons.</i></p>
<p>Work Location: specifying where the student will be expected to work regarding address and environment will help the student in the job acceptance decision making process as well as give a sense of expectations.</p>	

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Student Position Description Sample

General Position Description: Front Desk Clerk/Receptionist is an important representative of the University community as it represents the first point of entry for many prospective students, current students, faculty, staff, parents and community members. It is a position that comes with a high level of trust in customer service skills, knowledge of the university and problem solving skills.

Departmental Student Employment Philosophy: Our department considers all employees who are charged with providing customer service as critical members of our team. Our aim is to employ students in order to provide them with a means to support themselves as well as learn and build skills. We anticipate our student employees will develop a level of competence in each of the following learning outcome areas:

- Customer Services
- Leadership
- Self-Management

Minimum Skills and Qualification:

- Current Loyola Chicago student
- Attention to detail
- Scheduling flexibility including some weekends and/or holidays
- Able to work at the Water Tower campus
- Federal Work Study applicants preferred but not required

Work Location: 90% behind a desk/information kiosk (indoors), 10% walking with patrons to various campus departments (indoors & outdoors) on the Water Tower Campus.

Learning & Skill Outcomes, Objectives and Duties:

- I. Outcome #1 is the acquisition or development of a strong customer service orientation.
 - A. Objective #1 is to develop a strong customer service orientation by providing services which result in high customer satisfaction.
 - a. Duty #1 is to develop a professional and positive demeanor when working patrons.
 - b. Duty #2 is to develop a high level of knowledge about the university in order to answer patron questions.
 - B. Objective #2 is to develop strong presentation skills
 - a. Duty #1 is to begin each work day/shift wearing a university name tag and appropriate attire.
 - b. Duty #2 is to present a positive attitude during the entire work day/shift.
- II. Outcome #2 is the acquisition or development of a sense of leadership competence.
 - A. Objective #1 is to develop a collaborative approach to completing work tasks.