

Position Description

POSITION PROFILE

Position Title: Learning Center Lab Aid / DSO Student Worker

EOU Department/College: Learning Center / Disability Services

EOU Supervisor Title: Taylor Smith, Disability Services Coordinator

Typical Job Duration: Academic year

Job Level: \$13.20 per hour, Level 1

Type of Schedule/Typical Hours: Flexible; hours are determined by the needs of the Learning Center and Disability Services Office and the student's class schedule.

Typical Number of Hours Per Week: 10-15 hours

POSITION INFORMATION

Student Position Description Summary:

The Learning Center Lab Aid / DSO Student Worker provides essential support services in both the Learning Center and the Disability Services Office. This dual role includes assisting students with computer lab resources, proctoring exams, maintaining facilities, and supporting the Accommodations Specialist.

Job Duties/Responsibilities/Essential Functions:

- Greet and assist students entering the Learning Center and Disability Services Office.
- Answer inquiries related to campus resources and direct students appropriately.
- Perform basic computer troubleshooting, maintain printer operations, and manage course-specific software.

- Track tutoring appointments and assist students with scheduling through the WC Online portal.
- Manage inventory of paper, USB drives, and office supplies, ensuring adequate stock and performing end-of-shift inventory counts.
- Maintain a clean and organized facility by wiping down desks and keyboards.
- Assist with the administration of accommodations, including contacting publishers for alternative text files and training students on accommodation-specific software.
- Proctor exams, send testing notifications, and manage exam delivery.

HIRING CRITERIA

Minimum Qualifications:

- Good interpersonal communication skills and comfort with people from various educational, cultural, and social backgrounds.
- High level of responsibility, reliability, and punctuality.
- Professional behavior at all times.
- Proficiency with office equipment and software.
- Enrolled in at least six credit hours per term, in good academic standing with a GPA of 2.00 or higher.

Preferred Qualifications:

- **Previous Experience:** Prior experience working in a lab, library, or educational support setting is highly valued.
- **Technical Skills:** Familiarity with computer hardware and software troubleshooting, as well as proficiency with office productivity software like Microsoft Office and Google Suite.
- **Educational Focus:** Students majoring in education, psychology, or a related field that aligns with the support services provided by the Learning Center and Disability Services Office.
- **Customer Service Skills:** Demonstrated ability to provide excellent customer service, including strong communication and interpersonal skills.
- **Organizational Skills:** Strong organizational and time management skills, with the ability to handle multiple tasks simultaneously and efficiently.
- **Reliability and Professionalism:** A track record of being reliable, punctual, and maintaining professional behavior at all times.
- **Knowledge of Disability Services:** Understanding of or experience in working with disability accommodations and familiarity with related software and procedures.

Desired Knowledge, Skills & Abilities:

- Effective communication and customer service skills.
- Ability to troubleshoot basic computer and printer issues.
- Familiarity with inventory management and data entry.
- Strong organizational skills to manage multiple tasks.
- Ability to maintain confidentiality and adhere to privacy rules.

STUDENT LEARNING OUTCOMES

As a result of completing this internship, the student will:

Academic Learning Outcomes:

- Enhance skills in administrative support, technology troubleshooting, and customer service.

Industry Learning Outcomes:

- Gain practical experience in educational support services and disability accommodations.

Career-Readiness Learning Outcomes:

- Develop professional skills including reliability, problem-solving, and teamwork.

PROFESSIONAL DEVELOPMENT & TRAINING

Professional Development & Training

EOU student employees have an opportunity to engage in professional development and training as a part of the job. Supervisors support the attainment of professional development by either providing internal department-specific training and/or time reassigned from normally scheduled duties to participate in University-wide training opportunities including appropriate virtual community training opportunities.

Specific training/professional development opportunities:

- *[job-specific training from your department]*
- *[University and virtual community training/events specific to the student position]*
- Multicultural-sponsored training, activities, and events
- Career exploration activities via Career Services
- EO Career Expo Career-Ready symposium First Wednesday in April
- Resume Review with Career Services and/or WorkSource Oregon

LEARNING ASSESSMENT & PERFORMANCE EVALUATION

Learning Assessment and Performance Evaluation

Once a term, student employees and supervisors meet to discuss the progress on completing the position's learning outcomes and the employee's job performance. Specifically:

- Adjustments to the learning outcomes and job duties as needed in order to meet the outcomes
- Upcoming training and professional development opportunities
- On-the-job performance feedback and the level of meeting job duty expectations
- Application of coursework to the workplace, job duties, and learning outcomes
- Application of possible connections to future career-related interests and coursework