



**Summer Internship Program**  
**May 26, 2020 - August 7, 2020**  
**Job Description**

**Department Name:** Student Affairs, Access & Completion  
**Intern's Supervisor:** Julia Ruane  
**Timesheet Approver:** Damian Thorkelson  
**Assignment Location/Campus:** Western Campus, 11000 Pleasant Valley RD., Parma, OH  
**Job Category (Select up to 2):** Customer Service/Office Administration Other  
**Number of Openings:** 1 **Work Schedule/Hours:** Monday - Friday, 1:00 - 5:00 p.m. /Flexible, TBD  
**Internship Duration:** 10 Weeks  
**Internship Dates (Start/End):** May 26, 2020 / August 7, 2020

**Department Description:** (e.g. mission statement, department responsibilities)  
The responsibility of the Student Affairs Office is to advocate for the student population here at the college. We provide leadership in the development of services and programs to enrich student life and enhance the student experience. The department works directly or indirectly with Counseling, Enrollment Center, Student Success, Special Service, Student Support Services, Women in Transition (WIT), Early College, College Credit Plus (CCP), Career Centers, Student Accessibility Services, other academic areas.

- Job Responsibilities:** (e.g. functions and/or projects)
- Support student success activities
  - Provide leadership and assistance to New Student Orientation and Registration
  - Provide student success information and connections to campus resources through class visits and campus email
  - Provide assistance to peers in navigating campus services and enrollment processes at Tri-C
  - Greet and assist students at key student services areas, conduct campus tours, and serve as host/hostesses at campus events and activities
  - Make class visits as needed
  - Make phone calls to new, prospective, and current students (as needed)
  - Provide overall excellent customer service to students and members of the community
  - Assist with special projects assigned by the Student Success Team
  - Performs other duties as assigned

- Required Qualifications:** (e.g. declared major; specific coursework; competencies, knowledge, skills, and abilities)
- Demonstrated commitment to providing exemplary customer service
  - Knowledgeable and proficient with My Tri-C Space
  - Proficient with Microsoft Office Suite (Outlook, Word, PowerPoint, Email and internet applications)
  - Strong oral and written communication skills

- Preferred Qualifications:** (e.g. declared major; specific coursework; competencies, knowledge, skills, and abilities)
- Ability to work accurately with great attention to detail
  - Ability to organize work and set priorities within a general structure
  - Possess sensitivity to appropriately respond to the needs of a diverse population
  - Ability to confidentially and discreetly handle subject matters requiring privacy and sensitivity