

**Work Study Job Description**  
University of Montana Western  
710 S Atlantic St. Dillon MT 59725

**Department:** TRIO SSS

**Department Head:** Rob Micken

**Classification/Name of Position:** Front Desk Support

**Student's Supervisor:** Amanda Burgstrom

**Office/Location:** Main Hall 215

**Email Address:** [Amanda.Burgstrom@umwestern.edu](mailto:Amanda.Burgstrom@umwestern.edu)

**Phone #:** 406-683-7314

**Qualifications for the position & the specific qualifications for the various levels/rates of pay associated with the position:**

- TRIO SSS participant required.
- Excellent personal and communication skills, both verbal and written.
- Must be able to handle confidential material ethically.
- Organized
- Able to work independently

**Purpose/Role of the position:**

The front desk support position welcomes individuals to the TRIO SSS office and is able to answer general questions about the TRIO SSS program. This position supports the academic advisors with projects and miscellaneous office tasks. The front desk support answers the main telephone line and keeps the office space tidy.

**Duties/Responsibilities of the position & how they relate to the purpose/goal:**

- Welcome people to the TRIO SSS office; answer general questions about the program.
- Ability to answer calls, transfer calls, and take messages.
- Assist with general office tasks: filing, copying, data entry, workshop help, organizing, cleaning.
- Direct people/students to appropriate office on campus.
- Check the office mailbox, refill printers with paper, keep brochure rack stocked, water plants
- Other projects as assigned by advisors.

**The Financial Aid Office will submit evaluations to each department prior to the end of each semester.**