Lac Courte Oreilles Ojibwe College
Position Description No. LTEVHDCFT92220

Position Title: Virtual Help Desk Coordinator
Reports To: Solution Creator
FLSA Status: Temporary Limited Term Employment, Non-Exempt Hourly
Funding: Grant Funded - Dependent on Continued Grant Funding
Annual Contract: 40 hours per week
Rate of Pay: $13-$15 per hour – Dependent on Qualifications
Posting Date: September 30, 2020
Application Deadline: October 12, 2020
Start Date: As Soon As Possible

General Position Summary:

Serve as a one stop resource for students.

Key Responsibilities:

- Answer student questions in person and virtually.
- Schedule student appointments for student services, academics, and staff and faculty.
- Assist students with navigating Microsoft Word, PowerPoint, Excel, Outlook, Zoom, Canvas, etc.
- Reach out to students who are missing classes or assignments.
- Identify gaps in service as student need arises.
- Track assigned metrics.
- Other duties as assigned.

Minimum Qualifications:

- High School diploma and one-year relative experience.
- Experience and proficiency working with computers and Microsoft Office programs.

Preferred Qualifications:

- Associate degree in related field.
- Experience in a college setting.
- Experience with Canvas and Zoom.

Knowledge, Skills, and Abilities Required:

- The ability to work in a fast-paced, high-demand customer service environment; superb customer service skills required.
- Attention to detail.
- Excellent time-management skills and the ability to manage multiple projects.
- Strong written and verbal communication skills.

- Understanding of importance of confidentiality with all information received both written and oral.
- Support the mission and core values of the College.

Work Environment:

- Work is mostly accomplished at a desk working at a computer.

Reportability:

- Reports to the Solution Creator.

Application Process:

Please submit either hard or electronic copy of a cover letter, an updated resume, unofficial transcripts, and a completed LCO Ojibwe College job application (available online at www.lco.edu/hr) to the address directly below. All materials should be submitted in a single packet. **Only applications containing all the items noted above, fully completed, will be considered.**

Hand-delivered application packages will be accepted at the College until 4:30 pm on the deadline date; mailed applications must be received by the deadline date, and emailed application packages must be received by 11:59 pm on the deadline date.

Human Resources
Lac Courte Oreilles Ojibwe College
13466 W Trepania Road
Hayward, WI 54843
Phone: 715-634-4790
Fax: 715-634-5049
Email – hr@lco.edu

All materials submitted will become property of the College and will be retained for six (6) months from the application deadline.

Lac Courte Oreilles Ojibwe College encourages applications from all peoples and sources however; we follow an Indian preference policy when hiring.

"The Lac Courte Oreilles Ojibwe College mission is to provide Anishinaabe communities with post-secondary and continuing education while advancing the language, culture, and history of the Ojibwe."