

CAE WELCOME DESK SPECIALIST

Division: Support Service **Department:** Center for Academic Excellence

Experience: Entry-level **Job Code:** FWSCAEWDSKSPC

Supervisor/Reports To: Lori Hypes/ Brandy Lockard **Start Date:** 8/25/2025

Serve as a first point of contact at the CAE Welcome Desk. Assist students, faculty, and staff by managing tutor schedules, verifying student-athlete hours, and supporting CAE communication and marketing efforts.

Responsibilities and Career Competencies:

1. Maintain a positive and effective environment during shifts – P, L, CTR
2. Work independently and effectively; use resources to direct guests – P, CT, T
3. Maintain confidentiality, be punctual, communicate changes in work schedule in advance, dress appropriately for the work environment – P, CT, C, TW, T
4. Serve as a receptionist; greet and direct visitors; superior verbal and written communication skills – P, CT, CTR, T, C
5. Effectively communicate your skills and availability to perform this job in your letter of application – CT, C, CSD
6. Assist student-athletes with time keeping requirements – C, CT, L, P
7. Execute specific plans for each student-athlete created by the Athletic Coordinator – TW, C, P
8. Follow appropriate procedures to document and submit students' progress to CAE staff – T, C, CT, P
9. Maintain accurate records and data of each student – P, L, C, CSD, T
10. Assist with developing marketing and learning materials – CSD, C, CT, CTR, L, P, T
11. Create and submit videos, print materials, and online content – CSD, C, CT, CTR, L, P, T
12. Professionally represent the CAE – CSD, C, CT, CTR, L, P, T
13. Interact with faculty, staff, and other campus constituents – CSD, C, CTR, L, P, T
14. Represent the CAE at various events – CSD, C, CT, CTR, L, P, T
15. Maintain a positive mindset and respect students' needs, abilities, and confidentiality – CSD, C, CT, L, P, T

16. Remain open to the evolving needs of the CAE – CSD, CT, CTR, L, P, T

Competencies/Skills: Career & Self-Development (CSD), Communication (C), Critical Thinking (CT), Community Transformation (CTR), Leadership (L), Professionalism (P), Teamwork (TW), Technology (T)

Education Requirements: Must maintain a 3.0 GPA and be in good academic standing.

Preferred Skills: Canvas, Word, Excel, PowerPoint, Connecteam, social media, strong written and verbal communication.

Work Schedule: To be arranged based on availability and class schedule.

Work Conditions: Indoor office environment with standard noise levels.

Physical Demands: Keyboarding, light lifting, and handling documents.

Number of Positions: Varies

Pay Rate: \$9.75/hour

Location: Center for Academic Excellence

To Apply: Submit resume and availability schedule along with your application.

Application Notes: Resumes and applications will be reviewed to determine if you meet the required qualifications for the position. If it is determined that you meet the required qualifications, your application materials will be used to identify a top group of the most highly qualified candidates. The University of Pikeville is an equal opportunity employer committed to assembling a diverse, broadly trained faculty and staff. The University of Pikeville does not discriminate on the basis of race, ethnicity, color, sex, gender, gender identity, sexual orientation, religion, national origin, age, or disabilities in its programs, activities, hiring, or the admission of students.