

Work-Study Position Data Request

The College Work-Study Program is a federally/state-funded, campus-based financial aid program with a limited number of funds for **students who have documented financial need** and who want to earn part of their educational expenses while attending college. **Students interested in College Work-Study must have a current FAFSA on file in Financial Aid to determine financial need and eligibility.**

Students must submit an application online and indicate which position(s) in which they are interested, along with a copy of their current class schedule. Incomplete applications will be discarded. Applications will not be kept on file once a position is filled. For more information on the Work Study Program or to apply for open positions, please visit www.Kilgore.edu/student-jobs.

1. Department or Office requesting work-study: Instructional Technology
2. Position Title: Switchboard
3. Number of positions available: 1
4. Date/Term student needed: 2026-2027 Fall/Spring/Summer
5. Rate of Pay: \$10.00

Description of duties:

Switchboard
 Regular attendance.
 Answer incoming phone calls to the switchboard.
 Respond to inquiries with general college information, as appropriate.
 Maintain up-to-date knowledge of campus personnel, offices, and functions to facilitate the forwarding of phone calls to the correct location.
 Greet visitors and provide appropriate directions to the correct destination.
 Maintain current campus literature in work area and Visitors Center.
 Provide backup support for management of Visitors Center as required.
 Provide supplementary clerical support to the Enrollment Management and Marketing department.
 Contribute to the overall efforts of the eLearning Department that may require occasional evening or weekend participation.
 Other related duties as assigned by the Director.
 Helpdesk:
 Serves as a Help Desk Technician
 Assists students, visitors, and staff
 Assist with password resets and troubleshooting devices
 Other duties as assigned

Requirements/Skills Required:

Basic phone skills, basic computer skills.
 Ability to use internet tools, Microsoft Office, and Blackboard Platform Ability to handle tech support calls in a courteous manner
 High School Diploma
 Ability to interact with persons online, on the telephone, and in person
 Dependable and trustworthy

Preferred Availability:

☐	Sunday	☐	Morning	☐	Midday/Afternoon	☐	Evening
☒	Monday	☒	Morning	☒	Midday/Afternoon	☐	Evening
☒	Tuesday	☒	Morning	☒	Midday/Afternoon	☐	Evening
☒	Wednesday	☒	Morning	☒	Midday/Afternoon	☐	Evening
☒	Thursday	☒	Morning	☒	Midday/Afternoon	☐	Evening
☒	Friday	☒	Morning	☐	Midday/Afternoon	☐	Evening
☐	Saturday	☐	Morning	☐	Midday/Afternoon	☐	Evening

Once an application is submitted, the Financial Aid Office will determine eligibility and forward the information to the respective Departments. Interviews will be conducted by the Department listed on the job description. Once a position is filled, the job posting will be removed from the website and other job posting areas.