

Why work for the MLC?

Help Others

When you work in a campus tutoring center, you become part of one of the most important teams on campus. We're here for one reason: To help students learn. Receptionists play a significant role in helping the center run smoothly and making sure students get the help they need.

Develop Marketable Skills

Being a receptionist in the Modern Language Center helps you develop a variety of customer service skills employers find highly desirable. These include communication and interpersonal skills, organizational and time-management skills, and computer skills. Receptionists may be eligible to receive references and letters of recommendation from the MLC manager when applying for scholarships, internships, and employment after college.

Enjoy the convenience of a job right here at John Jay while building skills and making money!

Help Others!
Build Skills!
Make Money!



www.jjay.cuny.edu/modern-language-center-0

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Work Study

Students:

Become a
Receptionist at the
MLC!



**JOHN
JAY** COLLEGE
OF
CRIMINAL
JUSTICE
MODERN LANGUAGE
CENTER





What does a Receptionist do?

Receptionists at the Modern Language Center play a key role in keeping the center running smoothly. They work at the front desk in-person & online (when applicable) during regular hours of operation.

Duties include: **(but are not limited to)**

- Scheduling appointments, updating visit & cancel confirmations via EAB Navigate
- Checking the center's email
- Updating center's social media & ePortfolio resources
- Checking the center's voice mail
- Working with the tutors in managing their tutoring schedules
- Communicating with students & staff as part of positive customer service duties
- Serve as communication bridge for center
- Managing and proctoring placement exam procedures
- Assisting students & staff with online virtual platforms and any troubleshooting needed
- Participate in training and professional developments
- Assist students with access to Duolingo, ePortfolio resources, and other language learning resources
- Adhere to provided work schedule from manager
- Submit work hours to manager via sign-in/out form in a timely manner
- Help promote the center services and resources



What are the qualifications?

To become a center receptionist, you must be:

- Currently enrolled at John Jay College.
- Eligible for Federal Work-Study (FWS) - part of your financial aid package.
- Dependable with demonstrated ability to multi-task.
- Team player with good communication and interpersonal skills.
- Strong customer service skills
- Available to attend trainings, staff meetings, and professional developments
- Familiar with Microsoft Word, Excel, Powerpoint, Adobe, as well as be willing to learn new software.
- Able to work at least 5 hours per week consistently throughout the semester.
- Ability to work in-person, hybrid or online/remote schedule when applicable
- Skilled with online platforms such as Zoom & Microsoft Teams

How do I get paid?

Receptionists at the Modern Language Center are paid on an hourly basis through FWS. In addition to time spent working, receptionists are paid for training.

If you are unsure of your FWS status check your Student Aid Report or contact the financial aid office.



How do I apply?

If you qualify for funding :

- Obtain work study placement
- Complete paperwork
- Apply to the MLC/Tutoring—NexGen
- Scan QR code below for more information.

