



# Student Labor Position Description

## Single WLS Level Form

Department Name: Marketing Communication

Org. #: 5030

Position Title: Web Services Associate

WLS Level: **4** Position Code: S67314

Contract Hours: As defined by the status form and/or the grade level descriptions

Current Revision Year: **2019**

---

### WORK-LEARNING-SERVICE LEVELS (WLS)

- **WLS 1 – Entry Level** – This level is assigned to the following:
  1. All entering students during the first year of enrollment (or first term if entering mid-year); and
  2. Students of any classification whose work is characterized by highly structured tasks or outcomes, relatively low level or number of skills required, typically repetitive or routine tasks, and requiring direct supervision of worker results
- **WLS 2 – Intermediate Level** – This work typically involves less direct supervision than WLS Level 1, perhaps more work variety, and requires some independent exercise of judgment along with an increasing knowledge of the job.
- **WLS 3 – Skilled Level** – The work is typically skilled, requires little direct supervision, requires independent judgment on procedures, has variety and depth. The work includes helping in the training of others and the expectation of contributions toward improvement of the way work is carried out.
- **WLS 4 – Advanced Level** – Normally involves the supervision of other students, the ability to apply advanced skills, and the capacity to assume higher levels of responsibilities for departmental operations. As with WLS Level 3, the work is typically skilled, requires little direct supervision, allows for independent judgment on procedures, and has variety and depth. The work includes helping in the training of others and the expectation of contributions toward improvement of the way work is carried out. Labor Departments may require WLS level 4 positions to be more than the minimum 10-hour commitment; if so, the Status Form will reflect this requirement.
- **WLS 5 – Management Level – Must be a 15-hour commitment – Allocation of a WLS Level 5 is limited and must be approved by the Dean of Labor / Labor Team.** *Prerequisite: One term at WLS level 3 or 4 and no forms of academic, labor, or social probation.*  
This level demands an understanding of departmental policies and relationships. Students are expected to develop and model strong interpersonal / communication skills in the workplace. In addition, students must demonstrate autonomy, high level skills, and assume advanced level responsibilities for departmental functions and/or programs. This level is assigned to the following:
  1. Student managers in the department; or
  2. Students responsible for managing highly technical positions within the department; or
  3. Master level student artisans
- **WLS 6 – Director Level – Must be a 15-hour commitment – Allocation of a WLS level 6 is limited and must be approved by the Labor Program Council.** *Prerequisite: One term at level 4 or 5 and no forms of academic, labor, or social probation.*  
Students assigned to this level serve as role models as workers and as students, displaying behaviors and values that are consistent with the Berea College Workplace Expectations -- both on and off the job. These positions require the highest levels of worker autonomy, advanced skills sets, and supervisory responsibilities for individuals, student managers, and departmental operations. Students must be involved in the following:
  1. Supervision of other student managers; or
  2. Supervision of students in highly technical positions
- **WLS UC -- Unclassified** – The positions of Student Government Association President, Campus Activities Board chair, chimes Editor, and pinnacle Editor are unclassified. These positions involve the highest levels of autonomy and responsibility as in the case of WLS level 6 positions.

---

### I. WLS Level: **4**

### II. Description of Duties for This Position

- A. Receive content from the Web Content Coordinator or student managers for ‘berea.edu’ that is new, replacement for existing content, or supplemental to existing content.
- B. Establish communication with content providers as required to fully understand requests for changes.
- C. Use appropriate web authoring software to implement web file changes to accommodate these content changes.
- D. Report when changes are ready for supervisory review. Make corrections or modifications as needed.
- E. Continuously expand skillset through supervisor-assigned problems in web design and authoring.
- F. Use content monitoring service to continually address accessibility concerns and quality assurance issues on ‘berea.edu’.
- G. Accept and log content change requests from campus clients via ‘Web Team’ Outlook group. Alert staff supervisor or student manager that changes have been made and await assignment.

- H. Work collaboratively with content managers (“clients” on campus who are responsible for web page changes for their department, office or division) to clarify issues regarding any change request; then make changes as mutually understood. This includes providing “better options” to clients for formatting or other aspects of web presentation of their content.
- I. Perform web content audits for campus clients on an as-needed basis or by request to assist campus contributors in finding redundant, outdated and trivial information. Also make recommendations on how to better organize existing content and identify new content needs.
- J. Provide introductory training to new web team student employees.
- K. Other duties as assigned.

### **III. Learning Opportunities for This Position**

- A. Learn and understand a complete service workflow for website maintenance and be able to “take charge” of tasks that move through this workflow.
- B. Experience service provider-to-client communications challenges, opportunities and problems.
- C. Experience the significance of meticulous and error-free output when service is provided for which others (“clients”) assume responsibility.
- D. Advanced learning about web authoring tools and techniques.
- E. Team leadership and training techniques in a web services enterprise.

### **IV. Qualifications Needed For This Position**

- A. At least two semesters of above-satisfactory service as a Web Services Associate WLS Level 3 or an equivalent IS&S position.
- B. Some familiarity with graphics, photograph and video preparation and optimization for web use.
- C. Willingness to accept tasks as assigned must be fairly articulate, good communication skills, professional phone etiquette, ability to take notes and deliver messages concisely, and have a genuine interest/concern for Berea College.
- D. A clean, neat, respectful appearance and appropriate mode of dress are important due to the nature of the position.
- E. Student should be in good standing with all various College departments and policies.
- F. Students who work in Marketing & Communications are an important part of the MC team. Any worker (full-time staff or student) must be willing to accept assignments of a varied nature that are designed to fulfill the needs of the office’s responsibilities in support of Marketing & Communications and the work of the office.