POSITION SUMMARY

This position will support the Disability Services in the Counseling Department by performing task oriented duties while providing clerical, analytical, administrative, and operational support. Duties to include assisting students with taking notes and dictation in classroom and testing environments. May interact one-on-one with students. May interact with a high volume of customers. Will work with and assist diverse groups.

PRIMARY RESPONSIBILITES

1. Filing
2. Copying
3. Faxing
4. Answering phones, taking messages, redirecting calls
5. Scanning and/or shredding
6. Provide general information related to the department
7. Record maintenance, preparation and review of forms, data entry
8. Mail department information
9. Send standardized department emails
10. Provide handouts and/or forms to customers
11. Maintain inventory
12. Set up learning environment (such as labs, classrooms, etc.)
13. Check out equipment
14. Collect and record data
15. Maintain knowledge of multiple programs
16. Provide limited technology support to end users
17. Tutor, ability to take lecture notes, act as scribe, and proof read
18. Interpret regulations and policies
19. Maintain and/or process records

REQUIRED QUALIFICATIONS

- High School Diploma or Equivalent
- 1 year of related work experience

KNOWLEDGE SKILLS AND ABILITES

- Customer service
- Interpersonal skills
- Organizational skills
- Analytical and problem solving skills
- Communication skills (written and/or oral)
• Working knowledge of general office procedures and practices
• Proficiency with one or more office software (Word, Excel, PowerPoint, Access)

USE OF EQUIPMENT AND MACHINERY

• Use small office equipment including copy machines or multi-line phone system
• Use computer for word processing