POSITION SUMMARY

This position will support the Directors Center by assisting in several different areas. Duties to include: answer phones, take messages, and redirect calls; work the front desk; assist students signing into kiosk and verify their needs; assist in various special events, functions, or incentives during the year; provide computer assistance to students with their application, residency, searching for classes, transcripts, and course assignments. Position requires proficiency in MS Office software, Brightspace/D2L learning management system and general internet use. May interact one-on-one with students. May interact with a high volume of customers. Will work with and assist diverse groups.

PRIMARY RESPONSIBILITIES

1. Copying
2. Answering phones, taking messages, redirecting calls
3. Scanning and/or shredding
4. Provide general information related to the department
5. Record maintenance, preparation and review of forms, data entry
6. Mail department information
7. Send standardized department emails
8. Provide handouts and/or forms to customers
9. Event preparation and support
10. Collect and record data
11. Provide limited technology support to end users
12. Tutor, ability to take lecture notes, act as scribe, and proof read

REQUIRED QUALIFICATIONS

- High School Diploma or Equivalent
- 0-1 Year experience

KNOWLEDGE SKILLS AND ABILITIES

- Customer service
- Interpersonal 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

- Pushing or pulling carts or other such objects
- Lift objects weighing up to 20 lbs.
- Standing for two or more hours
- Use small office equipment including copy machines or multi-line phone system
- Use computer for word processing