POSITION SUMMARY

Provide clerical support to ensure efficient operation of the Workforce department. Primary duties include: answer and direct phone calls, make outgoing calls, take and organize messages, send emails, make copies, check and/or enter data, filing, provide guided tours, and communicate with students. May interact one-on-one with students. Will work with and assist diverse groups.

PRIMARY RESPONSIBILITIES

1. Filing
2. Copying
3. Faxing
4. Answering phones, taking messages, redirecting calls
5. Pick up and deliver mail
6. Scanning and/or shredding
7. Mail department information
8. Send standardized department emails
9. Provide handouts and/or forms to customers
10. Event preparation and support
11. Collect and record data
12. Maintain knowledge of multiple programs
13. Guided tours

REQUIRED QUALIFICATIONS

- High School Diploma or Equivalent
- 3 years of related work experience

KNOWLEDGE SKILLS AND ABILITIES

- 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
- Ability to sort, merge, and complete mass mailings
- Proficiency with one or more office software (Word, Excel, PowerPoint, Access)

USE OF EQUIPMENT AND MACHINERY

- Standing for two or more hours
• Ability to distinguish colors