POSITION SUMMARY

This position provides support to the Student Development Department. Will perform clerical duties that include answering phones, scheduling appointments, making copies, and flyers. Required to enter data and to assist clients/students with Career Software Assessments. Will screen questions to direct traffic. May interact with a high volume of customers.

PRIMARY RESPONSIBILITES

1. Provide informational support; assisting students and community members with needs through monitoring phone calls responding to questions, scheduling appointments for counselors, providing general information and guidance, and redirecting to other departments.
2. Assist with the set-up of various activities such as student seminars or student information fairs, activity and booth set-up for campus events.
3. Operate a variety of office equipment including computers, printers, copiers, facsimile, scanner, and calculator.
4. Assist with career fairs, employers, and community resources involving the job search process.
5. Maintain database; ongoing data entry of student data.
6. Create excel spreadsheet and develop monthly reports for counselors.
7. Schedule ongoing media support request and room assignment requests.
8. Design and create flyers posters and emails to market counseling programs and events.
9. Word processing; performs, sorts, merges, edit, and distribute counseling information.

REQUIRED QUALIFICATIONS

• High School Diploma or Equivalent
• Some College
• 3 years of related work experience

PREFERRED QUALIFICATIONS

• Community College/Higher Education experience

KNOWLEDGE SKILLS AND ABILITIES

• Confidentiality and student rights
• Documentation responsibilities
• Office management procedures
• Microsoft Office software
• Customer service
• Communication skills (oral/written)
• Managing multiple tasks
• Developing excel spreadsheets and create reports
• Data Entry into Access database and pull report queries
• Create labels
• Monitor multiple phone lines
• Meet deadlines
• Organize and prioritize work schedule
• Take initiative and be assertive
• Take direction for Counselors

**USE OF EQUIPMENT AND MACHINERY**

• Use small office equipment including copy machines or multi-line phone system