POSITION SUMMARY

This position will provide support for the Student Success Department. Duties to include: assisting at the front desk; triage student needs as they come into the office; provide basic information regarding disability services, Dean’s Office, dual credit, and YMCA childcare; look up student information in ISTAR and sign student’s in the Who’s Next program; answer phones, take messages, redirect calls; provide handouts and/or forms to students; maintain supplies inventory; scanning and/or shredding documents as requested by staff; and assist in event preparation. 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. 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. Provide handouts and/or forms to customers
9. Maintain inventory
10. Event preparation and support
11. Maintain knowledge of multiple programs

REQUIRED QUALIFICATIONS

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

KNOWLEDGE SKILLS AND ABILITIES

• Customer service
• Interpersonal skills
• Organizational 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
- Use small office equipment including copy machines or multi-line phone system
- Use computer for word processing