

## CROWDER COLLEGE POSITION DESCRIPTION

<b>Status:</b> PT, 12 months SSS Grant Funded, approx. 20 hours per week	<b>Title</b>	PROJECT NOW - STUDENT SUPPORT SERVICES – PART-TIME SECRETARY
<b>Revised:</b> 9/27/2016	<b>Department</b>	Project NOW, Student Support Services
<b>Level:</b> STAFF, RANGE 2	<b>IPEDS</b>	CLERICAL & SECRETARIAL
<b>FLSA:</b> NONEXEMPT	<b>Reports to</b>	Project NOW Student Support Services Assistant Director

### POSITION SUMMARY

The Project NOW Student Support Services (SSS) program is a federally funded grant program with the objectives of improving the retention, graduation, and successful transfer of student participants. The Project NOW SSS secretary is responsible for the clerical and secretarial duties for the Project NOW SSS staff and supervision of the Project NOW SSS computer lab.

### MAJOR FUNCTIONS

1. Serve as primary receptionist; greet visitors and participants to the Project NOW SSS office and computer lab;
2. Answer incoming phone calls, take messages, schedule participant appointments, and act as the point of contact for all participant events;
3. Handle all project correspondence and mailings;
4. Create, edit, and mail the newsletters and other correspondence;
5. Maintain all reports and other documents necessary for project management;
6. Maintain project participant files;
7. Assist in collecting data for the Project NOW SSS reports;
8. Provide project information for those who inquire by phone or in the project office;
9. Assist in the preparation of workshop materials and supplies;
10. Assist in implementation and maintenance of participant tracking systems;
11. Keep meeting minutes and documentation required for project administration;
12. Purchase and maintain office supplies;
13. Maintain overall appearance of the computer lab;
14. Assist students utilizing the computer lab with basic computer questions;
15. Maintain and update bulletin boards; and
16. Fulfill any other duties requested by the Director and Assistant Director which job-related circumstances may demand.

### KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE

1. Minimum of high school diploma or GED; Associate's degree preferred or equivalent in education and/or experience.
2. Up to one (1) year of related work experience.
3. Excellent written, communication, and organizational skills.
4. Ability to key in documents or data efficiently and accurately and perform multiple tasks.
5. Knowledge of general office procedures and filing systems.

6. Ability to establish and maintain professional conduct and positive working relationships with students, employees and community contacts.

### **EQUIPMENT/SOFTWARE**

1. Operate standard office equipment such as computers, desktop calculators, copiers, and telephones.
2. Information Technology Abilities required:
  - Ability to operate a personal computer using the Windows environment.
  - Ability to understand operating a personal computer within the Crowder College Network environment.
  - Ability to use E-mail.
  - Ability to perform basic Jenzabar functions.
  - Ability to perform basic word processing using MS Word.
  - Ability to perform basic spreadsheet functions using MS Excel.
  - Ability to perform basic database functions using MS Access.

### **POSITIONS SUPERVISED**

None.

### **WORKING CONDITIONS**

1. Indoors in a normal office environment with minimal exposure to temperature changes, noise, dust or chemicals.
2. Normal college working hours, approximately 20 hours per week, but adjustment of hours involving evening and/or weekend work may be required from time to time.
3. A neat appearance and appropriate businesslike apparel are required.

### **PHYSICAL DEMANDS**

1. Generally sedentary work involving sitting most of the time but will involve mobility within the office and service locations.
2. Input and access information-using computers.
3. Ability to concentrate on assigned tasks and pay close attention to detail.
4. May sit at a workstation for up to three (3) hours at a time.
5. Light Lifting (5 – 20 pounds) may be required periodically.

### **CREATIVE AND ANALYTICAL SKILLS**

1. Ability to apply critical and analytical skills to successfully perform job responsibilities and carry out instructions furnished in written, oral or diagram form.
2. Ability to devise or modify methods or processes to solve specific problems.

### **LANGUAGE/COMMUNICATIONS SKILLS**

1. Effective telephone communication skills, including ability to obtain and provide information verbally.
2. Ability to communicate effectively with a variety of people, including students and the general public.
3. Ability to understand oral or written instructions, and to ask appropriate questions for clarification.
4. Proficient in English in order to proofread and perform grammatical and spelling edit.