CROWDER COLLEGE
POSITION DESCRIPTION

Status: Part time – 4 hours per week – Friday's only, 12 months 100% SSS Grant Funded	**Title**	STUDENT SUPPORT SERVICES PART-TIME SECRETARY – NEVADA CAMPUS
Revised: 12/8/2016	**Department**	STUDENT SUPPORT SERVICES - NEVADA
Level: STAFF, RANGE 2	**IPEDS**	CLERICAL & SECRETARIAL
FLSA: NONEXEMPT	**Reports to**	SSS NEVADA DIRECTOR

POSITION SUMMARY

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

MAJOR FUNCTIONS

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

KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE

1. Minimum of high school diploma or GED.
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, electric typewriters, 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 student database 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, 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.