

**CROWDER COLLEGE  
POSITION DESCRIPTION**

|                              |                   |  |
|------------------------------|-------------------|--|
| <b>Status:</b> Part-time     | <b>Title</b>      | CLERICAL ASSISTANT – Records Department - PT |
| <b>Revised:</b> 10/11/2018   | <b>Department</b> | STUDENT AFFAIRS/RECORDS                      |
| <b>Level:</b> Staff, Range 2 | <b>IPEDS</b>      | CLERICAL & SECRETARIAL                       |
| <b>FLSA:</b> Nonexempt       | <b>Reports to</b> | Records Manager/VPSA                         |

**POSITION SUMMARY**

Provide clerical support for the Records Department.

**MAJOR FUNCTIONS**

Provide clerical support as needed for the Records Department, including but not limited to the following:

1. Running Document Imaging Scanner and Indexing.
2. File correspondence and other documents as needed, including appropriate handling of confidential materials
3. Greet visitors and answer telephone in a courteous and professional manner; respond to questions accurately; and make business calls as necessary to students, college employees, outside agencies, etc.
4. Fill in for other Records Office employees when needed.
5. Perform other related tasks as assigned by the Records Manager and staff.

**KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE**

1. Minimum of high school diploma or GED.
2. Up to one (1) year of full-time related work experience preferred.
3. Excellent clerical/computer, communication and organizational skills.
4. Ability to handle confidential materials and follow FERPA regulations.
5. Ability to key in documents or data efficiently and accurately and perform multiple tasks.
6. Knowledge of general office procedures and filing.
7. 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, copiers, and telephones, and the Document Imaging Scanner.
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 word processing using MS Word.

**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, but adjustment of hours may be required from time to time.
3. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
4. A neat appearance and appropriate 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.
6. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to handle or feel; reach with hands and arms; stoop, kneel, or crouch; and talk and/or hear. Specific vision abilities required by this job include close vision.

### **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.