

**CROWDER COLLEGE  
POSITION DESCRIPTION**

<b>Status:</b> PT, 12 Mo.	<b>Title</b> SECRETARY
<b>Revised:</b> 04/09/2019	<b>Department</b> CROWDER COLLEGE- CASSVILLE CAMPUS
<b>Level:</b> Staff, Range 2	<b>IPEDS</b> CLERICAL & SECRETARIAL
<b>FLSA:</b> Nonexempt	<b>Reports to</b> DIRECTOR OF CASSVILLE CAMPUS

**POSITION SUMMARY**

Provide clerical support for the Crowder College Cassville Campus at Cassville, Missouri, as well as other functions listed below.

**MAJOR FUNCTIONS**

1. Coordinate the operation of the Cassville Campus offices and bookstore.
2. Answer telephone and greet visitors, responding to questions, ascertaining nature of requests and directing accordingly, taking accurate messages as necessary.
3. Type or key in a variety of documents, compose correspondence as directed, and proofread work for accuracy.
4. Produce documents such as flyers, mailers, newsletters, etc., as needed.
5. Assist students with enrollment and financial aid processes as needed, accessing student information on the student database.
6. Sell books and merchandise as needed, assist in bookstore inventory and stocking of books and merchandise.
7. Create bookstore displays and sales as directed by the Neosho campus.
8. Act as liaison with bookstore for instructional supplies (books and software) ensuring that all faculty have new instructional materials as needed for courses.
9. Take payments on student accounts, accurately accounting for and securing funds, completing the deposit daily and submitting all payment information, bookstore transactions for deposit, as well as bookstore Z out, cash drawer reconciliation, and reporting all transactions to the appropriate offices.
10. Assist in organizing and coordinating any special events scheduled for afternoon and evening hours, such as open houses, workshops or meetings, arranging for rooms, room setups, meals and refreshments as necessary.
11. Scan and file student documents. Enter data in the student database and proctor student testing.
12. Assist students and staff with computer or technology issues.

13. Work with the Student Services Coordinator and Campus Director to ensure information is current and accessible on web pages, social media sites, bulletin boards, and other methods of student notification. This includes regular postings and updates on social media sites for the campus.
14. Perform general office and lounge area cleaning, inventory, and organizing as needed or assigned.
15. Perform other related tasks as required.

### **KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE**

1. High School diploma or equivalent.
2. One (1) year related work experience.
3. Well developed spelling, grammar, and proofreading skills.
4. Ability to perform accurate data entry and word processing.
5. Knowledge of general office procedures and office filing systems.
6. Ability to perform multiple tasks and remain calm during frequent interruptions.
7. Ability to establish and maintain positive working relationships with other employees, students and the general public.
8. Ability to handle confidential material judiciously.
9. Ability to lift up to 40 pounds (boxes of books).

### **EQUIPMENT/SOFTWARE**

1. Operate standard office equipment such as desktop calculators, computers, copiers, and telephones.
2. Expertise with word processing, spreadsheet and database software.

### **POSITIONS SUPERVISED**

None

### **WORKING CONDITIONS**

1. Indoors in a normal office environment with minimal exposure to temperature changes, noise, dust or chemicals.
2. Monday – Thursday, 20 hours per week, may be mornings or afternoons, adjustment of hours may be required from time to time.
3. Access information using computers.
4. A neat appearance and appropriate businesslike apparel are required.
5. 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.

### **PHYSICAL DEMANDS**

1. Generally sedentary work involving sitting most of the time but will involve mobility within the office and the various sites.
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. May need to lift up to 40 pounds occasionally.
6. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms; stoop, kneel, or crouch; and talk or hear. Specific vision abilities required by this job include close vision.

### **CREATIVE AND ANALYTICAL SKILLS**

1. Ability to apply common sense understanding to 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. Ability to read English in order to proofread and perform grammatical and spelling edits.