CROWDER COLLEGE
POSITION DESCRIPTION

<table>
<thead>
<tr>
<th>Status: FT, 12 mo. position</th>
<th>Title</th>
<th>Allied Health OTA Departmental Assistant / Office Receptionist</th>
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</thead>
<tbody>
<tr>
<td>Revised: 7/28/2016</td>
<td>Department</td>
<td>WEBB CITY CAMPUS</td>
</tr>
<tr>
<td>Level: Staff, Range 3</td>
<td>IPEDS</td>
<td>CLERICAL &amp; SECRETARIAL</td>
</tr>
<tr>
<td>FLSA: Nonexempt</td>
<td>Reports to</td>
<td>OTA DIRECTOR &amp; CAMPUS DIRECTOR</td>
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POSITION SUMMARY

Provide clerical support functions for the OTA Program and Office Reception area. Approximately 18 hours a week in the OTA office and 22 hours a week in the front office reception area, both on the Webb City Campus.

MAJOR FUNCTIONS

1. Provide clerical assistance to the Webb City Campus offices and the OTA Program including but not limited to; receiving and distributing incoming/outgoing mail, answering phones, scheduling enrollment appointments, scheduling meetings as directed, making copies, ordering supplies for OTA, and serving as primary receptionist.
2. Type or key in a variety of documents, compose correspondence as directed and proofread work for accuracy.
3. Answer telephone and greet visitors, responding to questions, ascertaining nature of requests and directing accordingly, taking accurate messages as necessary.
4. Maintain the office filing system, filing correspondence and other documents as required, including appropriate handling of confidential materials such as student medical and immunization records, enrollment forms, and drug and criminal background check results. Assist with maintaining grant files and assisting with grant participants as needed.
5. Assist students with enrollment and financial aid processes as needed, accessing student information on the student database.
6. Serve as initial contact for prospective students referring them to the appropriate instructor for discussion of the programs, advisors for discussion of enrollment, qualifications and other admissions information.
7. Complete the deposit daily and submitting all payment information and bookstore transactions for deposit, as well as bookstore Z out, and reporting all transactions to the appropriate offices.
8. Assist in organizing and coordinating special events such open houses, workshops or meetings, arranging for rooms, room setups, meals and refreshments as necessary.
9. Maintain a waiting list of alternates for possible vacancies.
10. Report all computer and technology issues to the IT department as needed and assist students and staff with technology issues.
11. Prepare enrollment schedules for students and individual advisors, checking to see if all students are ready to enroll.
12. Develop and maintain spreadsheets or other data needed for program operation.
13. Scan and file documents. Enter data in the student database and proctor student testing.
14. Receive and enter high school transcripts. Verify the calculation of a student’s grade point average of general education courses. Send reference letter forms to listed references. Record and maintain test scores.
15. Assist with duties of the Student Services Coordinator and other advising and student service staff and perform work for them as needed, including data entry.
16. Fill in for the bookstore cashier as needed to take student payments.
17. Assist with testing services including but not limited to entrance testing, online testing, make-up exams and assignments, “special needs” testing, and non-Crowder testing services.
18. Perform general office and lounge area cleaning, inventory, and organizing as needed or assigned.
19. Perform other related tasks as assigned.

**KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE**

1. High School diploma/GED.
2. One (1) year of full-time related work experience.
3. Well developed spelling, grammar, and proofreading skills.
4. Ability to key routine documents at a level normally acquired through one year of touch typing course work or on-the-job training.
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.
8. Ability to handle confidential material judiciously.

**EQUIPMENT/SOFTWARE**

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

**POSITIONS SUPERVISED**

None

**WORKING CONDITIONS**

1. Indoors in a normal office environment with minimal exposure to temperature changes, noise, dust or chemicals.
2. A neat appearance and appropriate businesslike apparel is required.

**PHYSICAL DEMANDS**

1. Generally sedentary work involving sitting most of the time but will involve mobility within the office and the campus.
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.

**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.