

**CROWDER COLLEGE  
POSITION DESCRIPTION**

<b>Status:</b> 12 Month, PT, 29 hours per week	<b>Title</b> SECRETARY - RECEPTIONIST
<b>Revised:</b> 6/28/2017	<b>Department</b> CROWDER COLLEGE- WEBB CITY CAMPUS
<b>Level:</b> Staff, Range 2	<b>IPEDS</b> CLERICAL & SECRETARIAL
<b>FLSA:</b> Nonexempt	<b>Reports to</b> DIRECTOR OF WEBB CITY CAMPUS

**POSITION SUMMARY**

Provide clerical support for the Crowder College Webb City Campus as well as other functions listed below.

**MAJOR FUNCTIONS**

1. Coordinate the operation of the Webb City Campus offices.
2. Serve as primary receptionist.
3. Answer telephone and greet visitors, responding to questions, ascertaining nature of requests and directing accordingly, taking accurate messages as necessary.
4. Type or key in a variety of documents, compose correspondence as directed, and proofread work for accuracy.
5. Organize and maintain the office filing system, filing correspondence and other documents as required, utilizing computerized database and spreadsheet programs in addition to manual systems.
6. Assist students with enrollment and financial aid processes as needed, accessing student information on the student database.
7. Complete the deposit on Friday and submitting all payment information and bookstore transactions for deposit, as well as bookstore Z out, cash drawer reconciliation, and reporting all transactions to the appropriate offices.
8. Assist in organizing and coordinating special events such as open houses, workshops or meetings, arranging for rooms, room setups, meals and refreshments as necessary.
9. Report all computer and technology issues to the Information Technology department as needed and assist students and staff with technology issues.
10. Prepare enrollment schedules for students and individual advisors, checking to see if all students are ready to enroll.
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. 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.
14. 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.
15. Perform general office and lounge area cleaning, inventory, and organizing as needed or assigned.
16. 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.
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. 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.
3. Adjustment of working hours may be required from time to time.
4. Access information using computers.
5. 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 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.

#### **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.