

# JOB DESCRIPTION



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**Position Title:** Office Assistant – Willcox Center [P000410]

**Department:** Willcox Center

**Employment Category:** Non-Exempt Staff

**Primary Location:** Willcox Center

**FLSA Classification:** Non-Exempt

**Remote Work Eligible:** No

**Parameters:** 40 Hours/Week; 12 Months/Year **Pay Grade:** NE03

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**Position Summary:** The Office Assistant for the Willcox Center is responsible for providing support to the center staff, including serving as a receptionist and providing excellent customer service in a helpful and cheerful manner.

**Essential Functions:** As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

**Duties and Responsibilities:** Within the scope of college policies and procedures, this position:

Provides exceptional customer services to students, employees, and the public; serves as department receptionist, responds to calls and routes as appropriate, greets visitors and directs as required

Performs student service duties; assists students in the admissions and registration process; serves as a business office representative receives, posts, and reconciles payments; serves as a testing proctor for placement testing, midterms, and finals; assists instructors in ensuring materials, equipment, and rooms are prepared as needed; provides technical assistance, schedules academic and general advising appointments

Provides clerical and organizational support to center staff through the maintenance and tracking of information; performs data entry and verification, processes mail and correspondence, compiles periodic reports, maintains a calendar of department activities, performs routing, copying and filing, maintains office supply inventory; assists with the setup and teardown of special events

Performs other related duties as assigned

**General Expectations:** Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

**Education and Experience Requirements:**

Associate's degree from an institution accredited by an institutional accrediting body of higher learning recognized by the US Department of Education

Two years related experience

Preference may be given to individuals who possess the ability to communicate in Spanish and English, verbally and in writing

*An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered*

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## **Knowledge, Skills and Abilities:**

Knowledge of and ability to follow college policies and procedures  
Knowledge of current technologies and word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications  
Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner  
Ability to relate to a diverse population in a professional and helpful manner, and to maintain composure when faced with difficult situations  
Ability to organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail  
Ability to work independently while contributing to team environment  
Ability to effectively identify and resolve problems and to maintain strict confidentiality related to sensitive information  
Ability to analyze problems, identify solutions, and take appropriate actions to resolve problems using independent judgment and decision-making processes  
Ability to establish and maintain effective working relationships with other department staff, faculty, students and the public  
Ability to work accurately, efficiently, and effectively with all types of data  
Ability to work under pressure with frequent interruptions  
Ability to maintain high level of personal integrity  
Ability to manage sensitive issues while maintaining confidentiality  
Must be accountable, reliable, and able to perform duties and responsibilities in a discreet manner with a high level of accuracy

**Work Environment:** Work is primarily performed under general supervision. Incumbent generally performs work in a typical office setting with appropriate climate controls. Travel may be required. May require working evening and weekends.

**Physical Requirements:** Essential functions of this position require: lifting, manual dexterity, ability to communicate.

**Sedentary Work:** Exerting up to 20 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting majority of time; walking and standing are required only occasionally and all other sedentary criteria are met

**Mental Application:** Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

**Reports To:** Center Coordinator

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.