

# JOB DESCRIPTION



**Position Title:** Administration Building Assistant

**Department:** Community Engagement

**Employment Category:** Non-Exempt Staff

**Primary Location:** Sierra Vista Campus

**FLSA Classification:** Non-Exempt

**Remote Work Eligible:** No

**Parameters:** 40 Hours/Week; 12 Months/Year **Pay Grade:** NE04

**Position Summary:** The Administration Building Assistant is responsible for answering and managing the district's primary switchboard system, for the college district, for serving as the building receptionist, for providing excellent customer services in a helpful and cheerful manner, and for providing office management and project support to the departments and staff in the building as needed.

**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

Manages the district's primary switchboard system, including answering and directing calls in a professional and courteous manner; ensures callers receive accurate information and are appropriately directed

Provides exceptional customer services to students, employees, and the public by serving as building receptionist; greets visitors and directs as required; prepares, receives and distributes letters, memoranda and other correspondence; logs, tracks and distributes documents

Provides clerical and organizational support to building staff; maintains and tracks information, performs data entry and verification, ensures data integrity, processes mail and correspondence, compiles periodic reports, performs routing, copying and filing, maintains office supplies inventory

Maintains active campus phone directories and ensures up-to-date information is posted on a monthly basis to the portal, the website, and internal distribution lists; monitors college contact forms and forwards appropriately; acts as building coordinator for safety drills and in the case of an emergency

Ensures building printer/copier oversight for maintenance, functionality and supply requests; ensures building-wide paper supply; submits building facility/custodial work orders; submits technology and short-notice portal announcement requests to marketing; performs confidential document shredding as needed, assists building staff with projects as needed

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 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. Represent Cochise College and building administration in a professional manner via appearance, communication, and duties.

# JOB DESCRIPTION



## **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

Three 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.*

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

Knowledge of and ability to follow college policies and procedures

Knowledge of current technologies in word processing, presentation, and spreadsheet software, specifically

Google Apps platform and Microsoft Office applications

Knowledge of Google platform or ability to attain

Knowledge of the general proper operation of and the ability to use personal computers and standard office equipment

Ability to operate a multi-line phone console and manage a high call volume

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 and to maintain composure when faced with difficult situations

Ability to organize, prioritize, and follow multiple tasks through to completion with an attention to detail

Ability to work independently while contributing to team environment

Ability to analyze problems, identify solutions and take appropriate action, resolve problems using independent judgment and decision-making processes

Ability to establish and maintain effective working relationships with supervisors, other department staff, students and the public

Ability to maintain strict confidentiality

Ability to work accurately, efficiently, and effectively with all types of data

Ability to maintain accurate office procedures

Ability to work under pressure with frequent interruptions

**Work Environment:** Work is primarily performed under general supervision. Incumbent generally performs work in a typical office setting with appropriate climate controls.

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

**Sedentary Work:** Exerting up to 10 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:** Executive Assistant to the President and Governing Board

**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.