OFFICE SUPPORT STAFF

Job Summary: The Office Support Staff is the first point of contact for the Student Activities and Student Center Operations Offices. This position involves receptionist and clerical duties.

Supervision: This position reports directly to the designated Operations Manager. Cross-supervision is provided by other full time staff.

Responsibilities include, but are not limited to:

- Be aware of event schedule and use available resources to acquire information as needed (i.e. Virtual Calendar, Microsoft Outlook)
- Accurately address inquiries about the University, the Student Center, Student Activities and related areas. Research unfamiliar information when necessary.
- Filter walk-in clients and callers to the appropriate staff person(s).
- Process incoming correspondence via Microsoft Outlook.
- Schedule appointments for staff and manage calendars.
- Process office, village and interoffice mailings and packages daily
- Conduct deliveries and pick-ups, as necessary.
- Oversee services provided by the office (posting, event sign-ups, etc.)
- Maintain reception desk area and copy room
- Attend mandatory meetings, trainings, events and complete in-service curriculum requirements
- Perform other duties as assigned

Qualifications:

- A cumulative and term GPA of 2.5 or better at the time of application. A per semester GPA of 2.5 or better must be maintained throughout employment.
- Open availability on weekdays between 8:30am to 5pm
- Prior customer service experience preferred
- High level of professionalism
- Demonstrated ability to work independently
- Basic computer skills

Schedule: This position requires availability in the early mornings and during some breaks. Typically, Office Support Staff will work from 10-20 hours per week. At no time should any student employee work overtime without prior approval from their supervisor