

MARIST COLLEGE

Office of Human Resources

Office Assistant (CL-3)

Department

Academic Affairs, Academic Learning Center, Advancement, Advising & Academic Services, Athletics, Campus Ministry, College Activities, GCE/Goshen, H.E.O.P., Health Services, Housing & Residential Life, Information Technology, Registrar, School of Communication & The Arts, School of Computer Science & Math, School of Continuing Education, School of Liberal Arts, School of Management, School of Science, School of Social & Behavioral Sciences, Special Services, Upward Bound

Summary

Provide front end support to a department or school by screening phone calls and visitors, directing questions, receiving mail, and completing other various independent clerical or administrative support duties

Duties and Responsibilities

- Serve as initial contact over the phone, in person and online, for students, parents, faculty, staff and the general public. Answer questions or refer inquiries to appropriate person
- Receive, sort, and prioritize mail
- Maintain calendars and schedule appointments or events
- Type and proofread various documents including reports and draft correspondence
- Maintain either hard copy or electronic files for office, such as student information, contracts, requisitions, etc
- Assist in department event planning as assigned
- Prepare and process forms or faculty contracts
- Enter information into department databases
- Maintain supplies and office equipment; order when needed
- Supervise and coordinate student workers
- Reconcile basic office bills or budgets
- Maintain knowledge of state and federal regulations pertinent to position
- Possess intimate knowledge of entire institution as required by department

- Consistently demonstrate courtesy, tact, professionalism and the ability to handle difficult people
- Perform other job-related duties as required

Requisite Skills

- 1B-Intermediate Reception/Response
Consistently demonstrates ability to provide routine responses and basic information from inquiries (telephone, e-mail, or in-person) with minimal guidance. Directs visitors as needed
- 5B-Intermediate Written Communication
Consistently demonstrates ability to create routine correspondence or update template or samples with speed and accuracy. Utilizes a comprehensive knowledge of supported word processing software
- 6B-Intermediate Office Organization
Consistently demonstrates ability to manage operational aspects of the office with minimal to no supervision, including time management, information distribution, and project deadlines. Consistently demonstrates ability to file documents and student records using standard filing procedures as well as a familiarity with retention policies
- 7B-Intermediate Record and Data Processing
Consistently demonstrates ability to process routine forms and records quickly and accurately, using multiple programs, and investigate and resolve problems such as missing or inaccurate data. Consistently demonstrates attention to detail
- 15B-Intermediate Interpersonal Communication
Consistently demonstrates courtesy, tact and professionalism, as well as sensitivity to the concerns or interests of others in conveying information. Demonstrates patience and the ability to handle difficult people
- 16A-Basic Judgment
Consistently demonstrates ability to reference operational procedures within department on routine matters and select suitable response with minimal guidance
- 18B-Intermediate Organizational Knowledge
Consistently demonstrates significant comprehensive knowledge of department and majority of the College