|  |  |
| --- | --- |
|  | **JOB DESCRIPTION** |
|  |  |

**JOB TITLE:** Office Clerk – Business & Industry

**DEPARTMENT:** Business **FLSA:** Non-Exempt

**LOCATION:** Union Campus **LEVEL:** 102

**REPORTS TO:** Division Chairperson, Business & Industry **DATE:** 10/12/2015

**POSITION SUMMARY:**

Responsible for performing a variety of office tasks which provide clerical support to the assigned division.

**ESSENTIAL TASKS:**

* Respond to and direct inquiries made in person and by telephone.
* Maintain inventories & records.
* Perform typing, word processing, or data entry tasks involving preparation of letters, reports, and forms.
* Process incoming & outgoing mail.
* Duplicate, collate, sort, and/or alphabetize materials.
* File documents & maintain filing system.
* Prepare and distribute Division and Department meeting minutes.
* Coordinate meetings, appointment schedules or event calendars.
* Notify appropriate departments of equipment malfunctions.
* Order office supplies.
* Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA).
* Perform assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, and standards in a safe and efficient manner and with minimal supervision.

**ADDITIONAL DUTIES:**

* Perform other related duties as may be assigned.
* Contact students regarding class cancellations and changes in course offerings as directed by the Vice President of Instruction's Office.
* **KNOWLEDGE, SKILLS, and ABILITIES:**
* Good typing, word processing, and proofreading skills.
* Knowledge of basic office equipment and procedures
* Knowledge of basic recordkeeping and filing techniques.
* Knowledge of proper telephone techniques.
* Excellent communication and customer service skills.
* Knowledge of the Family Educational Rights and Privacy Act (FERPA).
* Ability to work with minimal supervision.
* Ability to organize, multi-task, perform under pressure and complete projects with time deadlines.
* Basic computer skills.
* Ability to work accurately and efficiently.
* Ability to establish and maintain cooperative working relationships with other employees.
* Ability to communicate effectively and courteously with students and coworkers.

**LEADERSHIP and COMMUNICATION SKILLS:**

* Follow instructions or work orders; and/or read routine sentences, instructions, regulations, or procedures.
* Communicate using routine sentences; complete routine job forms and incident reports; and/or communicate routine information regarding daily activities.

**DECISION-MAKING and ANALYTICAL SKILLS:**

* Perform clerical or manual duties.
* Adhere to college and department policies, procedures, and practices.
* Perform job duties in a safe and efficient manner.

**EQUIPMENT/SOFTWARE:**

* Use office machines such as telephones, fax machines, copiers or calculators.
* Use computers for data entry; use Microsoft XP, Microsoft Office (Excel, Word, Outlook).

**WORKING CONDITIONS** - the following physical conditions and hazards may be encountered in this position:

* The overall environment is indoor with movement through the assigned work location.
* The noise level in the work environment is usually moderate.

**PHYSICAL REQUIREMENTS:**

* While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand and walk.
* The employee must regularly lift and /or move up to 10 pounds.
* The position may also require close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**POSITIONS SUPERVISED:**

* None

**EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS:** (A comparable amount of training, education or experience may be substituted for the minimum qualifications.)

* A High School Diploma or GED
* 6 months clerical/secretarial experience.

**Signatures**

I have read and reviewed the above job description with my immediate supervisor.

Employee Signature/Date Supervisor Signature/Date