

## POSITION DESCRIPTION

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**JOB TITLE:** INFORMATION DESK ATTENDANT

**DEPARTMENT:** PUBLIC INFORMATION

**DIVISION:** ADMINISTRATIVE

**HOURLY WAGE:** \$12.92

**HOURS PER WEEK:** 19

**FLSA:** NON-EXEMPT

**IMMEDIATE SUPERVISOR:** DIRECTOR OF PUBLIC INFORMATION

**SCHEDULE DETAILS:** CLASSIFIED STAFF/GRADE 1/PART-TIME/12 MONTH POSITION

**DATE OF LATEST REVIEW/REVISIONS:** JUNE 17, 2024

### Position Summary

Answer switchboard calls, transferring calls to appropriate personnel, responding to questions, and taking and delivering messages as needed. Serve as Information Desk for those entering the Farber Building. Perform routine clerical work for Public Information, Student Affairs, Business, and/or Cashier's Offices on an as-needed basis. Maintain campus monitors promoting events on campus.

### Essential Job Duties

- Answer switchboard calls, transferring calls to the appropriate personnel, responding to questions in an accurate and friendly manner, and delivering messages as needed, either via e-mail or phone.
- Direct visitors as they come through the Farber Building Lobby and respond to questions as needed.
- Keep abreast of campus activities and personnel to provide accurate information and customer service.
- Type or key in a variety of documents and data, proofreading work for accuracy.
- Assist with clerical duties on an as-needed basis for the Public Information, Student Affairs, Business, or Cashier's Offices.
- Monitor, correspond and track emails sent to [Info@Crowder.edu](mailto:Info@Crowder.edu)
- Manage campus monitors in coordination with the Public Information Office.
- Update and maintain telephone directory listing on shared drive.
- Perform other related tasks as required.

### Required Knowledge, Skills & Abilities

- High School diploma or equivalent.
- One (1) year of related work experience.
- Excellent telephone techniques and etiquette.
- Ability to key routine documents at a level normally acquired through one year of keyboarding course work or on-the-job training.
- Ability to establish and maintain positive working relationships with other employees, students, and the public.

### Preferred Knowledge, Skills & Abilities

- Ability to operate standard switchboard with efficiency.

### Information Technology Abilities

- Ability to operate standard switchboard
- Ability to operate a personal computer using the Windows environment.
- Ability to operate a personal computer within the Crowder College Network environment using the currently available Microsoft Windows operating system.
- Ability to operate standard office equipment such as computers, desktop calculators, cash register, copiers, and telephones.
- Ability to use E-mail and associated calendaring/scheduling applications.
- Ability to key in data accurately.
- Ability to perform basic word processing using MS Word.

- Ability to perform basic spreadsheet functions using MS Excel.
- Ability to use other computer programs as needed

### **Positions Supervised**

- None

### **Working Environment**

- Work is performed primarily in a standard office setting and may involve frequent interruptions and distractions.
- Minimal exposure to temperature changes, noise, dust or chemicals.
- Part-time hours which may require readjustment depending on work assignments and availability.
- A neat appearance and appropriate businesslike apparel are required.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

### **Physical**

- Generally sedentary work involving sitting most of the time but will involve mobility within the campus.
- Ability to concentrate on assigned tasks and pay close attention to detail.
- May sit at a workstation for up to three (3) hours at a time.
- Input, access and distribute information using computers.
- While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to handle or feel; reach with hands and arms; stoop, kneel, or crouch; and talk or hear. Specific vision abilities required by this job include close vision.
- The physical conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Creative and Analytical Skills**

- Ability to apply critical and analytical skills to successfully perform job responsibilities and carry out instructions furnished in written, oral or diagram form.
- Ability to devise or modify methods or processes to solve specific problems.

### **Language/Communication Skills**

- Effective telephone communication skills, including ability to obtain and provide information verbally.
- Ability to communicate effectively with a variety of people, including students, staff, and the general public.
- Ability to understand oral or written instructions, and to ask appropriate questions for clarification.
- Ability to read English in order to proofread and perform grammatical and spelling edits.
- Ability to take and transmit accurate messages.

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