

POSITION DESCRIPTION

JOB TITLE: Public Information Assistant

DEPARTMENT: Public Information

DIVISION: Administration

HOURLY WAGE: \$16.05

HOURS PER WEEK: 40

FLSA: NON-EXEMPT

IMMEDIATE SUPERVISOR: Director of Public Information

SCHEDULE DETAILS: CLASSIFIED STAFF/FULL-TIME/RANGE 5/12 MONTHS/PEERS RETIREMENT

DATE OF LATEST REVIEW/REVISIONS: 03/25/2024

Position Summary

Provide all primary clerical and administrative support for the Public Information Office, ensuring smooth and efficient office administration. Assist in completing various projects related to college promotion through a turn-key process including the management and fulfillment of printed marketing projects, digital assets and overall promotional areas of the college.

Essential Job Duties

- Coordinate the day-to-day operation of the Public Information Office and maintain work-study staff schedules.
- Answer telephone and greet visitors in a courteous and professional manner, responding to questions, ascertaining nature of requests and directing callers/visitors to appropriate personnel, and taking accurate messages as necessary.
- Assist with occasional events where Public Information is present.
- Management of campus tabletop and bulletin signage
- Assist in completing design projects through provided templates
- Assist in proofing various projects
- Manage print orders/communication through JIRA project management system
- Maintain inventory of supplies for college printing services and order as needed.
- Receive shipments and process paper work in a timely manner in order to meet deadlines.
- Assist with invoicing college departments for completed work.
- Prepare reports and records ensuring accuracy of data.
- Diagnose equipment malfunctions and troubleshoot prior to calling technician.
- Operate equipment such as: printer, telephone, cutting machines, perforation, gluing etc.
- Contribute to the overall success of Public Information Office by perform other related duties as assigned.

Required Knowledge, Skills & Abilities

- Associate's degree
- Work experience or certification in a related field such as public relations, marketing, business administration.
- Ability to work independently or with a minimum of supervision in a safe and efficient manner.
- Well-developed spelling, grammar, and proofreading skills.
- Ability to establish and maintain positive working relationships with other professionals, students, and the general public.
- Knowledge of general office procedures and office filing systems.
- Ability to perform multiple tasks and remain calm during frequent interruptions.

Preferred Knowledge, Skills & Abilities

- Bachelor's degree

Information Technology Abilities

- 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 use E-mail and associated calendaring/scheduling applications.
- Ability to perform advanced word processing using MS Word.
- Ability to perform basic spreadsheet functions using MS Excel.
- Ability to perform basic database functions using MS Access and Student Access.
- Ability to use other computer programs as needed.

Positions Supervised

- None

Working Environment

- A neat appearance is required and appropriate apparel must be worn including addressing safety concerns.
- 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.
- Usually indoors with exposure to some noise and dust.
- Responsibilities may occasionally involve evening and weekend work.
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Physical

- Access information via the Crowder College computer network.
- While performing the duties of this job, the employee is required to stand; walk; sit; use hands to handle or feel; reach with hands and arms; stoop, kneel, or crouch; and talk and/or hear.
- The 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.
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Language/Communication Skills

- Ability to read and understand the English language.
- Ability to communicate effectively with a variety of people, including staff, students and the general public.
- Ability to understand oral or written instructions, and to ask appropriate questions for clarification.

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