

<b>Job Title</b>	Clerical Assistant
<b>PVN ID</b>	HO-2502-006710
<b>Category</b>	Clerical/Office Services
<b>Location</b>	HOSTOS C. C.
<b>Department</b>	Continuing Education
<b>Status</b>	Part Time
<b>Hourly Rate</b>	\$18.00-\$20.00
<b>Hour(s) a Week</b>	15.00-19.00
<b>Closing Date</b>	Apr 18, 2025 (Or Until Filled)

## General Description

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Under supervision, performs miscellaneous clerical, administrative, research or other work related to the operation of a College or other unit where such work is required on a part-time basis or for a period of limited duration. This specification describes typical assignments; related duties may be assigned as needed. Maximum tenure for any employee in this hourly position is 19 hours per week.

## Other Duties

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- Provide high level customer service to prospective students; current students and faculty
- Performs routine clerical work; may answer and attend to telephone calls; answering and routing telephone inquiries, operate office machines (such as copiers), participate in outreach events and perform related tasks as required
- Assesses customers' needs and explains services, processes, procedures and guidelines
- Assists in resolving problems and ensuring satisfactory customer service
- Assists in statistical or research activities, may collect and compile data and perform data entry.
- Assisting GED and ESL students with intake and assessment.

## Qualifications

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- High school diploma
- One to two years of college preferred
- One to two years of office/administrative experience preferred
- Excellent phone etiquette and customer service skills
- Excellent communication and interpersonal skills essential

- Self-starter and flexibility in performing a variety of tasks according division's needs
- Ability to exercise discretion in handling sensitive and/or confidential matters on behalf of the Program's faculty and students
- Seeking someone who has a positive attitude, demonstrates flexibility, and is a team player
- Excellent working knowledge of Microsoft Office 365, particularly MS Word, Excel, and Outlook essential
- Spanish or French fluency a plus