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<b>Job Title</b>	Office Assistant
<b>PVN ID</b>	LE-2403-006200
<b>Category</b>	Clerical/Office Services
<b>Location</b>	LEHMAN COLLEGE
<b>Department</b>	School of Education - ILS/ALC
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$40,000.00 - \$40,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	May 21, 2024 (Or Until Filled)

## General Description

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Under the daily supervision of the Director, provides clerical and administrative support to a program, office, or project. Following established protocols and standard office procedures provides receptionist services or another direct contact with participants. Does routine office work on computers or other office equipment. Prepares and processes paper or electronic documents and maintains files. Fills out forms, reviews completed forms, makes corrections, enters data into computers, etc. Prepares mailings, sorts and distributes mail, assists with meetings, etc.

Greets visitors and others; screens visitors and phone calls as directed; refers people to appropriate staff or other offices as appropriate; takes accurate and complete messages in English (other languages may be required at time of hire); forwards messages in a timely manner; maintains bulletin boards and keeps reception area neat.

- Provides reception/registration services at meetings, conferences, events, etc.
- Responds to routine questions and requests from participants and staff; distributes forms and applications; may review returned documents for completeness; clarifies requests; provides prompt service; explains need for any delays or additional information; keeps visitors, clients, and staff informed of progress; returns calls as appropriate.
- Identifies customers/visitors/staff with special needs and responds or refers appropriately.
- Uses standard computer software and other office technology to input, format, and transcribe documents; copy and fax, input and format spreadsheets; prepare screens for presentations; input and format publications; create mailing labels; create and track emails; locate web pages.
- Organizes and maintains paper and/or electronic files using established procedures; retrieves files as requested.
- Prepares, reviews, corrects, codes, and processes routine office forms using established standards; performs basic calculations and computations to complete forms.
- Assists staff as directed; prepares drafts and corrects errors in documents; asks direction when instructions are unclear.
- Assists in reviewing, assessing, and evaluating incoming and outgoing submissions using established procedures, such as applications, transcripts, timesheets, etc.
- Orders and stocks supplies; keeps accurate inventories and logs; tracks routine office expenditures using established forms; gets proper approvals for

all purchases; receives and verifies deliveries of routine office materials; arranges pick up of special mailings.

- Sorts and distributes mail as directed; keeps related records of receipt and responses; appropriately shelves reference materials, periodicals, and business documents.
- Seeks to develop a basic knowledge of RF products, policies, procedures, and personnel.
- Seeks to develop basic knowledge of other college resources and staff.
- Comes to work on time and dressed appropriately.
- Informs supervisor when work is completed or an assignment is needed.
- Participates in staff development and training
- Schedules appointments, meetings, and events; follows up and insures details are complete;
- Uses spreadsheet formulas, mail merge, file management, and other somewhat more advanced computer software skills; secures files using established protocols
- Uses software specific to the program sponsor as needed;
- Assists with planning and implementing events, conferences, and ceremonies;
- Oversees periodic large mailings such as newsletters, subscription notices, applications, etc.
- Schedules group travel and accommodation

## Other Duties

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- Other duties as assigned.

## Qualifications

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A high school diploma or its equivalent (an acceptable equivalent would be a GED), and two (2) years of full-time equivalent-related work experience **OR**

- Successful completion of one (1) year of post-secondary education (or 30 college credits in a matriculated course of study) and one (1) year of related work experience, **OR**
- An Associates Degree from an accredited college, **AND**
- Fluent in English and at least one (1) other language, such as Arabic, Bengali, French, and/or Spanish. **AND**
- Demonstrate the specific competencies required at the time of hire.

**CORE COMPETENCIES:**

- Ability to direct more complex inquiries to appropriate staff;
- Ability to respond to in-person requests and provide information to satisfy simple inquiries; ability to interpret routine information and simple instructions;
- Ability to take accurate and complete messages in English (other languages may be required at time of hire);
- Willingness to learn improved skills and to become knowledgeable of personnel, policies, and procedures as they pertain to work in the office;
- Ability to listen and clarify what is being said by asking questions;
- Ability to follow directions.
- Ability to participate in and contribute to a team project; ability to cooperate with others;
- Ability to remain calm in conflict situations and seek assistance as needed;
- Ability to direct customer to the next level of service and work cooperatively with others to achieve customer satisfaction; ability to recognize incidents of poor service and apologize on behalf of the program;
- Ability to work with minimal supervision in areas where trained;
- Ability to sort, file, and retrieve paper and electronic documents in a timely and accurate manner;
- Basic operating knowledge of key office software packages (e.g. Microsoft and Google word processing), computer technology (e.g. web, email) and other business equipment (e.g. phones, fax, copiers, pagers, etc.);
- Ability to produce simple business documents, memoranda, spreadsheets, presentation drafts, mailings, etc. with minimal errors and on time.