



Job Title	Office Assistant
PVN ID	ME-2411-006572
Category	Clerical/Office Services
Location	MEDGAR EVERS COLLEGE
Department	Office of Academic Affairs-Provost Office
Status	Part Time
Hourly Rate	\$18.00-\$20.00
Hour(s) a Week	0.00-19.00
Closing Date	Jan 14, 2025 (Or Until Filled)

General Description

The Office of Academic Affairs at Medgar Evers College is seeking a part-time office assistant to handle routine clerical tasks. The successful candidate will support daily operations by assisting with various administrative duties. This is a fully in-person position. The candidate will work at least three days a week (Wednesday, Thursday, and Friday). Work schedule may change at times to meet the demands of the Office of Academic Affairs. Proficiency in Microsoft applications is required.

Responsibilities include, but not limited to:

- Enters and maintains departmental records such as inventory control records, rosters, directories, and schedules.
- Assist with the maintenance of full-time faculty files in the Office of Academic Affairs.
- Greets diverse customers, visitors, and others with respect; makes eye contact; addresses people by name.
- Screens visitors and phone calls as directed.
- Refers people to appropriate staff or to 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.
- Other duties as assigned.

Other Duties

- Provides reception/registration services at meetings, conferences, events, etc.
- Responds to routine questions and requests from clients 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
- Assists staff as directed; prepares drafts and corrects errors in documents; asks direction when instructions are unclear
- 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 pickup of special mailings;
- Sorts and distributes mail as directed; keeps related logs of receipt and responses; shelves reference materials, periodicals, and business documents appropriately;

Qualifications

- 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; 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 direct customer to 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. 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.

QUALIFICATIONS:

- 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

- An Associates Degree from an accredited college, AND
- Demonstration of the specific competencies required at the time of hire