**Title of Position:** Liaison Office Assistant - Level 2

**Division/Department:** Marketing/Liaison Department

**Job Duties**

* provide reception, telephone services and/or provide clerical support including cleaning phone messages on Liaison mailbox (e.g. requests for tours; printed materials)
* assist Liaison Officer with cataloguing trade show materials and supplies, taking inventory of supplies (e.g. counting displays, pull-ups, tablecloths, collateral, and recording findings in a spreadsheet)
* prepare reports or spreadsheets using Word, Excel or Access (e.g. databases/email distribution lists used for mailing of College materials and ongoing contact with schools)
* operate office equipment such as photocopier, fax machine, calculator, printer
* conduct web research (e.g. to locate information about the College’s services and programs)
* assist with marketing efforts (e.g. assist Liaison Officer with organizing and booking campus tours)
* file various documents in alpha-numeric order and locate materials from files
* type letters, memoranda, reports, etc.
* prepare and process information (e.g. photocopying materials, as directed by the Liaison Officer; preparing labels for College mail out of view pieces and other marketing collateral as requested by the Liaison Officer)
* respond to simple inquiries
* distribute various information throughout the College
* assemble and categorize facts and figures for written computation and calculations
* locate and compile information and format reports, graphs, tables, records and other sources of information
* assist in coordination of special projects, events, office activities and committee meetings (e.g. Welcome Days)
* assist Liaison Officer with functional processes (e.g. basic orientation to office routines for new summer Student Ambassadors)
* open, sort and screen mail
* and other duties as required

**Qualifications**

* Ontario Secondary School Diploma plus One Year (2 semesters) Post Secondary Education
* Well developed oral communication, interpersonal skills and telephone skills to provide effective customer service in the work unit in a calm manner
* ability to work in a variety of software including data entry and extraction, spreadsheets and databases
* knowledge of general office procedures
* ability to use common office equipment such as photocopies, fax machines, etc.
* excellent organizational skills to compile and maintain statistical information and deal with multiple tasks (e.g. incoming calls; drop-in tours; requests for materials, etc.)
* good judgment in responding to inquiries with ability to relay information for routine Liaison visits
* Accurate and legible note-taking skills for documenting phone messages
* ability to work with and maintain confidential records
* ability to follow verbal and written instructions with general supervision
* ability to communicate effectively and function as a team player

**Additional Information ie special equipment or travel**