**Title of Position:** Records - Office Assistant

**Division/Department**: Registrar’s Office

**Job Duties**

* provide reception, telephone services and/or provide clerical support
* prepare reports or spreadsheets using Word, Excel or Access
* operate office equipment such as photocopier, fax machine, calculator, printer
* conduct web research
* assist with marketing efforts
* assisting with functional processes such as payroll, recruitment and selection, accounting and finance
* file various documents in alpha-numeric order and locate materials from files
* type letters, memoranda, reports, etc.
* prepare and process information
* respond to various inquiries, sometimes requiring specialized knowledge of practices and processes
* distribute various information throughout the College
* assemble and categorize facts and figures for written computation and calculations
* complete and process payroll documents
* locate and compile information and format reports, graphs, tables, records and other sources of information
* make travel and accommodation arrangements
* maintain calendars, schedule appointments and book meeting rooms
* assist in coordination of special projects, events, office activities and committee meetings
* use various software applications such as spreadsheets, relational databases, word processing to assemble, manipulate and/or format data and/or reports
* answer telephone, screen callers, relay messages and greet visitors
* open, sort and screen mail
* and other duties as required

**Qualifications**

* 1 year post-secondary education in business/related program
* excellent oral communication and interpersonal skills to provide effective customer service in the work unit and to deal with difficult clients
* ability to work in a variety of software including data entry and extraction, spreadsheet and database design and development
* knowledge of general office and accounting procedures
* ability to use common office equipment such as photocopiers, fax machines, etc.
* excellent organizational skills to compile and maintain statistical information
* ability to exercise sound judgment in responding to inquiries and/or sensitive issues
* ability to work with and maintain confidential records
* ability to follow verbal and written instructions
* ability to communicate effectively and function as a team player

**Additional Information ie special equipment or travel**

* May be required to travel to Frost Campus