**Title of Position:**  Student Services Office Assistant

**Division/Department:**  Student Services

**Job Duties**

* provide reception, telephone services and/or provide clerical support
* prepare reports or spreadsheets using Word or Excel
* operate office equipment such as photocopier, fax machine, calculator, printer
* conduct web research
* assist with marketing efforts
* assisting with functional processes such as volunteer and/or student recruitment and selection
* 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
* locate and compile information and format reports, graphs, tables, records and other sources of information
* maintain calendars, schedule appointments and book meeting rooms
* assist in coordination of special projects, events, office activities and committee meetings
* answer telephone, screen callers, relay messages and greet visitors
* Assists with processing job postings quickly and accurately
* Assists with activities including Welcome Days, Orientation, Co-curricular Record, First Generation Student initiatives and Career Services events (ie Job Fair)
* Supports office staff with clerical tasks
* Updates hall display cases
* And other duties as required

**Qualifications**

* 1 year post-secondary education
* excellent oral communication and interpersonal skills to provide effective customer service in the work unit and to deal with difficult clients
* 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
* 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
* Good academic standing
* Possess experience with Microsoft Office (including Word and Excel
* Experience working in a customer service environment
* Demonstrated attention to detail
* Good interpersonal skills working in a team based environment
* Interest in helping other students

**Additional Information ie special equipment or travel**