

JOB TITLE: Office Clerk – Humanities & Fine Arts

DEPARTMENT: Instruction

LOCATION: Union Campus

REPORTS TO: Dean of Instruction

FLSA: Non-Exempt

LEVEL: 102

DATE: 12/11/2017; 07/01/2011

POSITION SUMMARY: Responsible for performing a variety of office tasks which provide clerical support to the assigned division.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: (A comparable amount of training, education or experience may be substituted for the minimum qualifications.) A High School Diploma or GED and 6 months clerical/secretarial experience.

ESSENTIAL TASKS: *(Employee must be able to perform the following functions to the satisfaction of the employee's supervisor.)*

- Respond to and direct inquiries made in person and by telephone.
- Maintain inventories & records for divisions and accreditation (NASM & NASAD).
- Perform typing, word processing, or data entry tasks involving preparation of letters, reports, and forms.
- Process incoming & outgoing mail.
- Duplicate, collate, sort, and/or alphabetize materials.
- File documents & maintain filing system.
- Prepare and distribute Division meeting minutes.
- Coordinate meetings, appointment schedules or event calendars.
- Notify appropriate departments of equipment malfunctions.
- Order office supplies.
- Create program for fine arts events.
- Contact students regarding class cancellations and changes in course offerings as directed by the Office of Instruction.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty, and the general public.
- Ensure that all activities are conducted within the established College policies, FERPA guidelines and other applicable laws pertaining to employment and education.
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.

KNOWLEDGE, SKILLS and ABILITIES:

Knowledge of college policies, procedures, and practices with the ability to answer work-related questions; and/or interpret and apply these guidelines correctly in various situations; perform administrative or manual duties for the department or division; knowledge of the Family Educational Rights and Privacy Act (FERPA); knowledge of business English with the ability to write in complete sentences using appropriate words, correct grammar, punctuation and spelling; ability to devise or modify methods or processes to solve specific problems; knowledge of general accounting procedures; ability to manage multiple projects and work under time pressures to meet established deadlines; thorough knowledge of general office procedures and office filing systems; ability to handle confidential material judiciously; ability to work effectively in a busy office with frequent interruptions; some knowledge to troubleshoot minimal computer/software issues; excellent customer service skills; detailed-oriented with skills in proofreading materials and data entry to ensure accuracy.

LEADERSHIP and COMMUNICATION SKILLS:

Ability to communicate effectively in a professional, tactful and courteous manner with students, employees, faculty, and the general public; communicate to convey or exchange general work-related information or service to internal or external customers; ability to establish and maintain effective working relationships with employees at all levels and with diverse student populations; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion.

DECISION-MAKING and ANALYTICAL SKILLS:

Requires frequent decision making affecting co-workers or students; ability to exercise independent judgment within the scope of assigned authority; may be responsible for providing information to those who depend on a service or product; adhere to college policies, procedures, and practices; follow technical instructions, procedure manuals, and charts to solve practical problems; and/or compose routine or specialized reports or forms and business letters; and/or ensure compliance with clear guidelines and standards; ability to use independent judgment and discretion; perform job duties in a safe and efficient manner.

EQUIPMENT/SOFTWARE: Utilize current College and/or department information technology equipment, software and programs; standard office equipment and department specific equipment. Use ECC required software for student management, budget monitoring and ordering/accounts payable. Familiar with Adobe Creative Suite.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; will require flexible schedule to work evenings and/or weekends;

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, reach; to lift, carry, push, climb stairs and/or pull light to moderate amounts of weight; and/or to operate office equipment that may require repetitive hand movement.

POSITIONS SUPERVISED: None

SIGNATURES: I have read and reviewed the above job description with my immediate supervisor. This job description has been designed to indicate the general nature and level of work performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required for the job.

Employee Signature/Date

Supervisor Signature/Date

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