

**JOB TITLE:** Learning Center Clerk

**DEPARTMENT:** Learning Center

**LOCATION:** Union Campus

**REPORTS TO:** Director, Learning Center

**FLSA:** Non-Exempt

**LEVEL:** 102

**DATE:** 07/01/2013

**POSITION SUMMARY:** Responsible for performing a variety of general office tasks which provide clerical support to the Learning Center.

**EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS:** (A comparable amount of training, education or experience may be substituted for the minimum qualifications. Completion of high school/GED; 6 months related experience

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

- Greet visitors, students, and/or employees and respond to inquiries, requests for information and provide assistance.
- Log students in/out of Learning Center, check out resources, and distribute print cards.
- Answer phones and respond to voice or e-mail messages.
- Schedule tutoring appointments. Coordinate scheduling of study rooms, computer lab, and meeting rooms. Maintain the department calendars.
- Assist students with printing, photocopying, and scanning of documents.
- Maintain inventory of learning resources for students, faculty, and staff. Update as needed.
- Maintain inventory of office supplies and order as needed.
- Perform typing, word processing, or data entry tasks involving preparation of letters, reports, forms, and/or spreadsheets.
- Prepare outgoing mail. Pick up and distribute incoming mail to appropriate personnel.
- Duplicate, collate, sort, and/or alphabetize materials.
- File documents and maintain filing systems.
- Notify appropriate department or agency regarding equipment malfunction or maintenance needs.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.
- 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, other related 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 department and college policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations. Knowledge of proper telephone techniques. Knowledge of general office procedures and office filing systems. Knowledge of basic computer skills and Microsoft office programs. Ability to work accurately and efficiently. Ability to establish and maintain cooperative working relationships with other employees.

**LEADERSHIP and COMMUNICATION SKILLS:** 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. Communicate to convey or exchange general work-related information or service to internal or external customers.

**DECISION-MAKING and ANALYTICAL SKILLS:** Requires very few decisions, affecting only the individual. Perform clerical or manual duties.

**EQUIPMENT/SOFTWARE:** Use office machines such as copiers or calculators. Use computers for data entry and/or handle, use, or repair hand-held power equipment and/or light machinery. Use computers for word processing, spreadsheets, PowerPoint presentations, or custom applications.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:** *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

**Environment:** Work is performed primarily in a retail bookstore setting with frequent interruptions and distractions; may work evenings and/or weekends.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand, walk for prolonged periods of time; regularly required to talk or hear; to occasionally stoop, bend, kneel, reach; to lift, carry, push, and/or pull up to 10 pounds.

**POSITIONS SUPERVISED:** None

**SIGNATURE:** *This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.*

I have read and reviewed the job description and I agree to perform the duties according to my supervisor's expectations and the College's policies and procedures. I acknowledge the College's right to revise the job description.

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Employee Signature/Date

**NOTICE OF NON-DISCRIMINATION** – *East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director, 005-D Multipurpose Building, telephone number 636-584-6712 or [hnotice@eastcentral.edu](mailto:hnotice@eastcentral.edu).*