

**JOB TITLE:** Office Clerk – Box Office, Fine & Performing Arts, Humanities

**DEPARTMENT:** Academic Affairs

**LOCATION:** Union Campus

**REPORTS TO:** Dean of Arts & Sciences

**FLSA:** Non-Exempt

**LEVEL:** 102

**DATE:** 6/14/21; 10/3/19; 12/11/17; 07/01/11

**POSITION SUMMARY:** Responsible for performing a variety of office tasks which provide clerical support to the assigned division, including ticket sale transactions and distribution of tickets for all college events.

**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; one year related 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 departments and accreditation, including supporting compliance recommendations (NASM & NASAD).
- Maintain inventory of musical Instruments, keep digital files and instrument liability forms, plus monitor instrument lockers.
- Perform typing, word process, 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 department meeting minutes.
- Coordinate meeting, appointment schedules or event calendars.
- Order office supplies.
- Compile information for posters, programs, etc. and assist with social media representation for the humanities and fine and performing arts departments. Create program for fine arts events. Order and pick up programs upon completion.
- Contact students regarding class cancellations and changes in course offerings as directed by the Office of Arts & Sciences.
- Communicate with internal/external event representatives about ticketing, ushers, or front of house needs in order to prepare for facilities requirements.
- Assist in coordination of Art Demo Day, Humanities Fest, and International Day.
- Assist with all music events including financial transactions, recital programs, and organization of events.
- Handle credit card transactions.
- Take reservations by telephone and, occasionally, in person relating to events.
- Assist as needed in setting up, running or cleaning up after events.
- Assist with resolving issues with ticketing to the satisfaction of customers/patrons.
- Work evenings of fine and performing arts events.
- Serve as a backup position for basic lighting and sound events in the theatre.
- Share concert/theater/Film and Lecture reminders and live stream information with the Patrons of the Arts.
- Support faculty in assessment needs and collections, including curriculum mapping, annual reportion, comprehensive reviews, and self-study requirements for external accreditors.
- 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 guidelines of the Family Educational Rights and Privacy Act (FERPA).
- Perform assigned responsibilities, and 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 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 and Acelevents online ticket software, or willingness to learn.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

**Environment:** Work is performed primarily in an indoor environment/standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; some noise, dust variance in temperatures, moisture and/or humidity, paint fumes during state construction; Flexibility 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; to operate office equipment that may require repetitive hand movement; and to verbally communicate to exchange information.

**POSITIONS SUPERVISED:** None

**SIGNATURES:** *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 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.

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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 at 636-584-6710. East Central College is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities.*