Title: Secretary I – Southern Lakes Branch Campus (SLBC)

Department: Continuing Education

Reports To: Executive Dean – CE, Corporate Services, & Livingston M-TEC

Date Prepared/Revised: June 11, 2007

**Purpose, Scope & Dimension of Job:**
This position ensures that the Southern Lakes Branch Campus provides quality post-secondary learning opportunities to Genesee County residents by assisting with the effectiveness and efficiency of the site operations, which includes providing positive customer service to students, faculty, tenants and guests at Southern Lakes Branch Campus.

This employee will participate in a team effort that involves presenting a warm and inviting atmosphere in which to work and study. It is expected that this effort will create a positive impression of the College so students will continue or start their studies with us and recommend us to others.

This position is the initial point of contact for the SLBC site and works collaborative as a team member along with the administrative assistant and campus coordinator. Due to the nature of the work, off-site employees must be knowledgeable of all aspects of the College environment.

The work includes annually processing a large volume of admissions, applications, placement assessments and orientation video sessions. It also includes processing third-party payments and receipting hundreds of thousands of dollars annually. On a weekly basis, during fall and winter semesters, responds to requests for audiovisual equipment from approximately 96 instructors.

**Supervisory Responsibility:**
No formal supervisory responsibility.

**Essential Duties/Major Accountabilities:**

A. Provides superior customer service
   1. Creates a positive impression of Mott Community College by cheerfully and enthusiastically greeting students, faculty and guests in person and on the phone.
   2. Answers questions as appropriate or directing calls to the appropriate destination.
   3. Provides accurate and friendly customer service is given in a pleasant atmosphere.
   4. Acts as a student advocate in all processes and procedures required for attendance at Mott Community College.
B. Coordination and delivery of student services
   1. Helps students conclude the College induction process including admissions, placement
      assessment, orientation, and making a counseling appointment.
   2. Registers returning students for classes and receipt payments.

C. General office support
   1. Monitors supply inventory.
   2. Compiles data and creates reports as appropriate.
   3. Compiles and creates weekly audiovisual request/usage document to insure delivery of equipment
      in a timely manner.

Minimum Required Knowledge, Skills, and Abilities:
   1. Knowledge equivalent to that normally acquired through the completion of a two-year specialized
      training program or an Associate’s degree in Office Information Systems or a related field.
   2. Two years of receptionist, secretarial, or office support experience in educational institution of
      similar size and complexity.
   3. Strong general office administration and clerical skills.
   4. Demonstrated work history of providing high quality, strong customer-oriented services including:
      problem solving orientation; strong listening skills; coordination of work effort with others and
      teamwork; history of coordinated work effort with extensive follow-through and follow-up;
      experience identifying customer needs; conflict resolution; ability to put customer before self; and
      creation of user friendly communications.
   5. Demonstrated ability to succeed in a team-oriented environment.
   6. Strong analytical, problem solving, logic and documentation skills.
   7. Ability to work with accuracy. Willing to take accountability for and ownership of work, job and
      office operations; dependable and reliable. Ability to be flexible and adapt to changing work
      situations.
   8. Solid personal and interpersonal skills including high energy level; cheerful, positive disposition;
      strong verbal and written communication skills; strong work ethic; “can do,” problem solving
      attitude; flexible and adaptable; and able to work independently and in team setting.
   9. Demonstrated ability to efficiently organize and manage large amounts of complex information,
      attention to detail, and well organized.
10. Ability to work successfully in a high stress environment, handling multiple tasks and projects
    simultaneously.
11. Ability to appropriately use and demonstrate basic proficiency with MS Word. Understanding of
    additional MS Office Suite products.
12. Ability to speak clearly and communicate proficiently in English
13. Ability to work successfully in an environment without detailed direction and in the absence of
    work process documentation.
14. Ability to maintain confidentiality on all information regarding student, staff and faculty
    communications and personnel information.
15. Perform other duties as assigned.
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Job Description

Additional Preferred Qualifications:
1. Associate Degree in Business Occupations.
2. Experience using Datatel.
3. Experience with MS Access.

Physical Requirements:
1. Must be able to remain in a stationary position for prolonged periods. Requires the ability to move about inside the office.
2. Must be able to move items weighing up to 50 pounds.
3. Must be able to communicate effectively with faculty, staff and the public.
4. Constantly operates a computer and other office equipment such as a calculator, copy machine and computer printer.

Hours/Schedule:
Full-time, regular position. Hours will vary by semester in order to meet operational needs. Requires the ability and willingness to work a variable schedule, including evening and Saturday hours. Non-exempt for purposes of FLSA.
Signatures

Site Coordinator – Southern Lakes Branch Campus

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Executive Dean – Continuing Education

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Employee Signature

This job description is intended to summarize the type and level of work performed by the incumbent and is not an exhaustive list of duties, responsibilities and requirements.

This section to be completed by a Human Resources representative

Employee Group & Grade: Secretarial/Clerical, Grade A
Affirmative Action Group: 52
Job Description Status: Official when signed above

Reviewed by Human Resources:

__________________________  __________________________
Initials                    Date