

## **COMMUNITY SERVICES SECRETARY**

### **GENERAL STATEMENT:**

Serves as secretary for the departmental coordinators and receptionist for the Community Services department.

### **REPORTS TO:**

Dean of Community Services (works with departmental coordinators and the Administrative Assistant)

### **OCCUPATIONAL GROUP:**

Secretarial/Clerical

### **FLSA:**

Non-exempt

### **QUALIFICATIONS FOR APPOINTMENT:**

#### **EDUCATION:**

High school diploma or GED, required/ Post secondary training preferred.

#### **LICENSE OR CERTIFICATION:**

None

#### **EXPERIENCE:**

Computer Skills: Word, Excel and Outlook required; Access preferred. Customer Services experience required. Telephone and communications experience required. Basic accounting skills preferred.

#### **OTHER:**

Professional appearance. Must be a team worker, flexible and willing to assist other departmental staff Members.

### **DUTIES AND RESPONSIBILITIES:**

- Must keep all sensitive student, potential student and employee information secure and private. Shred or appropriately file all documents.
- Responsible for departmental mail (including bulk mailing).
- Answer departmental phone and assist clients at the service window.
  - Assures that the services window is open at the appropriate hour assigned by the college.
  - Enrollment of students.
  - Preparing and distributing student transcripts appropriately.
  - Scan, link and maintain electronic files:
    - Student files
    - Assist coordinators with class files (as needed)
- Assist with the compilation of reports and documents as needed (including grants and outside funding sources).
- Assist with departmental and grant/outside funding source budget tracking as needed.
- Assist with on-line classes:
  - Building contracted/on-line classes in the college computerized management system (iSeries)
  - Enrollment of students and coaching them for on-line training access
  - Organize student and class files of on-line classes for dean's approval
- Assure that new employees have appropriate and complete employment files (Human Resources documents and departmental documents).
- Assist with departmental classes, events and activities as needed.
- Other duties as assigned by appropriate supervisory personnel.

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**PHYSICAL REQUIREMENTS:**

- Within the range of a general office environment.
- May require irregular evening or weekend hours (periodic altered Monday work schedule).

*The above job description has been reviewed with the employee and specific duties and responsibilities were explained. It was also explained that all questions concerning duties, responsibilities, working conditions, hours, etc. should be directed to the immediate supervisor.*

\_\_\_\_\_  
*Employee's Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Supervisor's Signature*

\_\_\_\_\_  
*Date*

*All TVCC positions are security sensitive and require a criminal background check.*

*Approved: 8/8/07*

*Revised: 09/21/09*

*JD390*