

# CLOUD COUNTY COMMUNITY COLLEGE

## Support Staff Job Description

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**Position Title:** Information Center Specialist

**Reports To:** Director of College and Community Engagement

**Employment Classification:** Full-time, non-exempt, support staff, KPERS covered, Grade 2, with benefits.

**Length of Contract:** 2080 Hours

**Date of Position Description:** November 29, 2017

The administration retains the right to add or change duties at any time.

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### GENERAL NARRATIVE DESCRIPTION OF THE POSITION:

The holder of this position will be responsible for performing general clerical and secretarial duties. The person employed in this position must hold a high school diploma or its equivalent and possess a valid driver's license. An associate degree is preferred. Prior office experience is required, including experience with record keeping and computers. They will also be responsible for the campus mail services. The employee will exhibit exceptional written, verbal, and telephone communication skills and demonstrate the ability to operate basic office machines. Basic bookkeeping knowledge is preferred. Must be capable of handling stressful situations, deadlines, and tasks demanding attention to detail with minimal supervision.

### RESPONSIBILITIES:

Essential functions of this position include, but are not limited to, the demonstrated ability and willingness to:

- ❖ Meet and communicate effectively with students, faculty, staff and the general public;
- ❖ Exhibit basic quantitative skills;
- ❖ Communicate clearly in standard English in both written and verbal forms and on the telephone;
- ❖ Operate a computer and a printer utilizing basic word processing and spreadsheet applications;

- ❖ Learn new computer software program;
- ❖ Operate various types of office equipment;
- ❖ Exhibit excellent interpersonal, cooperative skills;
- ❖ Meet the physical requirements of the position as described on the attached sheet.

The employee shall perform the following specific job functions:

- ❖ Be knowledgeable of the general functions of all campus departments to direct calls to the appropriate person;
- ❖ Provide basic telephone, reception, and informational services for the entire campus; Also able to handle emergency situations as they come up.
- ❖ Provide a professional and friendly tone of voice and be able to communicate professionally with disgruntled people;
- ❖ Provide campus mail services; including distribute inter-office mail/packages, distribute student mail/packages; maintain open communication to faculty/staff/students of mail pickup and distribution deadlines; Running mail through postage meter for sending out.
- ❖ Interacts cordially with coworkers to accomplish common tasks;
- ❖ Maintain faculty schedule information;
- ❖ Complete student sick notices for instructors;
- ❖ Provide student schedule information to faculty and staff as needed;
- ❖ Assist with scheduling with the Meeting Room Manager Software; Schedule requests for equipment needs; Assist in the scheduling of staff for cleanup and coverage of events at the campus;
- ❖ Scheduling the use of vehicles and maintaining a record of vehicles usage for both vehicles maintenance and reporting purposes;
- ❖ Relay messages to the Maintenance and Custodial staff as needed;
- ❖ Perform clerical duties associated with the position;

- ❖ Maintain and supervise the parking permits and ticketing process; supervise work-study students and their times cards.
- ❖ Regular attendance and/or physical presence at the job is required;
- ❖ Perform other duties as assigned.

**Cloud County Community College offers a complete benefits package to all full-time support staff including:**

- Health care coverage for employees and eligible dependents (up to \$728.36 paid monthly for single coverage by the college toward premium cost)
- Paid holiday leave - approximately 24 days of holiday leave
- Paid sick leave – 10 days annually, accumulates to 100 days total
- Paid vacation leave – earned at a rate of 8 hours per month, accumulates to 144 hours total
- Retirement coverage through the Kansas Public Employees Retirement System (KPERS)
- Free CCCC tuition for employee, spouse, and minor dependents
- Free pass for employee, spouse, and immediate family members to most college sponsored events
- IRS Section 125 cafeteria salary reduction plan to purchase nontaxable health insurance, medical expense reimbursement, and dependent (child) care reimbursement (AFLAC)
- Free use of the Fitness Center