



## Classification Description

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**Job Title: Information Desk Associate**

**Pay Grade: 103**

**Job Code: 3911**

**FLSA Status: Non-exempt**

### **Job Purpose**

This position is responsible for professional work coordinating and implementing a wide variety of public-facing front desk operations and services. The Information Desk Associate also serves as the primary front desk point of contact for diverse constituencies such as community members, prospective and current students, and College partners; and in fielding general College and campus inquiries. Responsibilities of this position include, but are not limited to, assessment, tracking, and initial potential resolution of student, personnel, or public inquiries or concerns. This position also assists in the training and development of public facing front-desk personnel.

### **General Responsibilities**

#### **Essential Functions**

Guides students in finding and following up on information vital to their ongoing success, including, but not limited to, admissions, advising, course scheduling, new student orientation (NSO), registration, testing, veteran services, student financial aid, and other FSW services and offices.

Directs the general public to on-site partner organizations and their services, sponsored and non-sponsored campus events, and off-site public and private local educational and social services.

Coordinates and supports visitor tracking and apprises campus personnel of visitor arrivals.

Facilitates, problem-solves, refers, returns phone calls, inquiries, and messages on the Zoom phone system.

Ensures consistent electronic and physical messaging when offices and services are closed.

Scans all documents and supports Office of the Registrar functions.

Provides and explains informational materials such as viewbooks, academic resources, and program information listed on the College's website.

Liaises with Campus Police and Facilities Maintenance on related visitor issues and needs.

Monitors lobby for potential campus security issues to be referred to Campus Police.

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Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

### **Knowledge, Skills and Abilities**

#### **Minimum Qualifications**

High school diploma or GED.

Three (3) years of full-time or six (6) years of part-time professional appropriate work experience. Appropriate combination of education and experience may be substituted.

Knowledge of business English, spelling and arithmetic, office practices and procedures.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Computer use includes data entry, word processing and/or accounting functions. Ability to operate small office equipment including copy machines and multi-line telephone systems.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

## INFORMATION DESK ASSOCIATE

### **Critical Skills/Expertise**

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

### **Work Conditions/Physical Demands/Special Conditions**

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: June 24, 2020. Revised: July 1, 2023, and August 3, 2023.