



Job Order 601738
August 18, 2017

**Office Assistant, North Regional Learning Center
Part-Time**

Department: Community Regional Learning Services (North Region / Aurora, WI)
Salary Grade: PB
Position #: 07100169

Reports To: Manager, Regional Learning Center

LOCATION: Aurora, WI

STANDARD HOURS: Wednesday and Thursday 12:30-6:00pm and Fridays 11:00am-4:00pm and some Saturdays as needed. Flexibility required.

MINIMUM STARTING SALARY*: \$12.31/hour.

**Current benefit eligible employees will be placed within the pay range based on their current rate/range.*

Required online application available on website: www.nwtc.edu/jobs

Location: Northeast Wisconsin Technical College, Human Resources, 2740 West Mason Street, Green Bay, WI 54307-9042. All postings are considered current and available until removed from the website.

Northeast Wisconsin Technical College is committed to promoting a learning environment where employees and students of differing perspectives and cultural backgrounds pursue career and academic goals embraced in an environment of respect and shared inquiry.

The College is seeking to attract ethnically diverse instructors and staff who can inspire our increasingly diverse student population.

POSITION SUMMARY

Provide exceptional customer service in a busy office atmosphere including guidance through the admissions process. Answer inquiries and provide information to customers. Perform clerical functions which may include registration, book sales, cashiering, ordering supplies, scheduling appointments and assisting instructors. Multitasking skills and the ability to prioritize projects is critical to this position.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the functions identified in the job description.

Essential Functions Statement(s)

- Greet customers and provide assistance through admissions process, which includes assessments, applications, registrations and book orders.
- Answer phones, screen and forward calls, provide information and take messages if necessary.
- Maintain center inventory. Order books and supplies for student purchase.
- Maintain appointment calendar for both academic and financial aid advisors as well as room schedules.
- Enter data in PeopleSoft system and/or other system i.e. registration, demographic information, etc.
- Assist students and staff with technology challenges such as videoconference equipment, computers and printers.
- Process payments, book and merchandise sales, reconcile cash at end of shift and prepare bank deposit.

- Communicate with students and instructors on status of upcoming classes.
- Contact current and prospective students to support the campus retention and persistence initiatives.
- Available to work evening or Saturday hours to provide adequate office coverage.
- Maintain aesthetics of the center including replenishing brochure racks, updating bulletin boards, setting up rooms for classes and organizing spaces when needed.
- Assist and participate in campus-wide activities, committees and meetings as required/assigned.
- Coordinate a Student Involvement program that provides social, cultural, educational, and recreational activities for the student body.

POSITION QUALIFICATIONS

Competency Statements (s)

- Values - Demonstrate behaviors and action that support the College’s values - Customer Focus, Everyone Has Worth, Passion and Inspiration, Collaboration, Emotional Intelligence, Results and Accountability, Valuing Talent and Well Being, and Ethics.
- Student Success – Demonstrate behaviors and actions that support student recruitment, retention, and student success initiatives.
- Diversity Oriented - Ability to work effectively with people regardless of their age, gender, race, ethnicity, religion, disability, socio-economic background, or job type.
- Accountability - Ability to accept responsibility and account for his/her actions.
- Customer Oriented - Ability to take care of the customers’ needs while following company procedures.
- Detail Oriented - Ability to pay attention to the minute details of a project or task.
- Self-Motivated – Ability to be internally inspired to perform a task to the best of ones ability using his or her own drive or initiative.
- Time Management - Ability to utilize the available time to organize and complete work within given deadlines.

SKILLS & ABILITIES

Education: Technical Diploma

Experience: One year of clerical as well as receptionist experiences; proven customer service experience

***An equivalent combination of education and work experience may be considered*

Computer Skills:

Microsoft Office Suite proficiency: Word, Excel, Outlook, PowerPoint, Publisher

Other Requirements:

Must hold a valid driver’s license and be insurable under the Districts standard insurance policy terms.

PHYSICAL DEMANDS

N – Not Applicable

O – Occasionally – up to 33 percent of the time or 0 to 2.5 hours per day

F – Frequently – 33 to 66 percent of the time or 2.5 – 5.5 hours per day

C – Constantly – more than 66 percent of the time or more than 5.5 hours per day

Physical Demands		Lift/Carry	
Stand	O (Occasionally)	10 lbs or less	F (Frequently)
Walk	O (Occasionally)	11-20 lbs	O (Occasionally)
Sit	C (Constantly)	21-50 lbs	N (Not Applicable)
Handling / Fingering	F (Frequently)	51-100 lbs	N (Not Applicable)
Reach Outward	F (Frequently)	Over 100 lbs	N (Not Applicable)
Reach Above Shoulder	O (Occasionally)	Push/Pull	
Climb	N (Not Applicable)	12 lbs or less	N (Not Applicable)
Crawl	N (Not Applicable)	13-25 lbs	N (Not Applicable)

Squat or Kneel	O (Occasionally)	26-40 lbs	N (Not Applicable)
Bend	O (Occasionally)	41-100 lbs	N (Not Applicable)

The College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.

NWTC does not discriminate on the basis of age, race, color, disability, sex, gender, sexual orientation, gender identity, national origin or other protected classes.