



Office Assistant, East Regional Learning Center
Part-Time

Job Order 601860

June 28, 2018

Department: Community & Regional Learning Services **Reports To:** Manager, Regional Learning Center

Salary Grade: PTB

Position # 07100175

LOCATION: Luxemburg Regional Learning Center

HOURS: This position will be Monday-Thursday evenings from 1-6pm August 15-December 20 and January 9-May 19 with flexibility to work other hours as needed between fall and spring term and over summer.

STARTING RATE OF PAY: \$13.34/hour

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

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.

POSITION SUMMARY

Assist the regional manager in the operation of NWTC programs and learning options in the designated region. Provide reception and administrative support to the regional operations. Assist in the completion of all work related to the coordination and delivery of NWTC courses and related services in such areas as registration, account management, communications, book sales, and all student services.

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)

- Provide superior customer service to external and internal customers. Answer customer inquiries in person, email, and on the phone.
- Administer assessments to students to include Accuplacer, TABE, online exams, and class exams.
- Process student registrations and other transactions such as transcripts, booklists and advisor appointments for customers.
- Sell books and supplies to students, and process payments.
- Provide support in the start-up of classes including student and instructor contact, paperwork, and exam preparation.
- Take a lead role in the operation of the facility in the evening hours.
- Assist students with technology challenges such as videoconference equipment, computers and printers.
- Interact with students to demonstrate email access, registration and their student portal.
- Proof documents with accuracy and make suggestions for improvement.

POSITION QUALIFICATIONS

- 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.
- Accountability - Ability to accept responsibility and account for his/her actions.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Customer Oriented - Ability to take care of the customers' needs while following company procedures.
- Friendly - Ability to exhibit a cheerful demeanor toward others.
- Organized - Possessing the trait of being organized or following a systematic method of performing a task.
- 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

Other Requirements:

- Ability to respond to a variety of situations in a calm and professional manner.
- Ability to work in a confidential manner.
- Must be able to relate well with students, staff and the general public.
- Excellent written, verbal and interpersonal communication skills.
- Well-developed organizational and project management abilities.
- Close attention to detail and dedication to providing error-free documents.

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.