

Job Description

Title: One Stop Assistant	Salary Band: B21
CBA Position: KCSS	Band Range: Refer to the KCSS Agreement
Department: Student Services	FY18 Budget: \$38,745.22
Reporting Manager: Director Enrollment Services	Account Number:
Direct Reports: None	ICCB Class:
FLSA: Non-Exempt	KC Status (Class): Support Staff
Expected Hours of Work: 40	POSD:

Job Summary:

Provide clerical and administrative assistance to the Student Services Office. The One Stop Assistant assists in the processing of schedules for academic advisors/counselors, referring students to campus services and providing general clerical and administrative support to the office.

Supervisory Responsibilities: None

Minimum Qualifications/Basic Job Requirements:

- High School Diploma or equivalent
- 1-3 years of experience working in an office setting

Illustrative Examples of Essential Functions:

- Assist with the coordination of the daily activities of the Department.
- Assist with managing academic advisor calendars and advising lab schedule. Coordinate work activities of student worker staff.
- Maintain the website and portal content.
- Maintain, process, and retain all documents applicable to One-Stop services..
- Serve as a chat agent and trainer for the Live Chat online services.
- Support the Student Services Office by assisting at the One-Stop with the answering of phones, entering a quick application, scheduling academic advising/counseling appointments, and placement testing.
- Advises management of and coordinates activities of student employees
- Collaborate and work in partnership with the Division of Student Services and Academic Affairs to provide excellent customer service to students related to the functions of the Student Services Office.
- Actively participate on departmental and college committees.
- Participate in professional development opportunities as necessary.
- Provide additional departmental support as assigned by the Director of Enrollment.

Core Competencies) Knowledge, Skills, and Abilities:

- Possess strong organizational skills
- Ability to pay close attention to detail.
- Maintain and demonstrate a clear understanding of the admission process.
- Demonstrate clear and effective written and verbal communication skills

- Respects the importance of strong confidentiality
- Provide strong and clear communication, customer service, and inter-personal skills
- Ability to work independently
- Able to cooperatively work with diverse groups of students and staff
- Understanding of basic administrative processes and procedures
- Understanding of Microsoft Office Productivity Suite
- Understanding of basic computer operations and office equipment
- Demonstrates efficient keyboard and data entry accuracy and speed

Workload Summary:

(Special physical requirements necessary for performance of the job)

- Work is normally performed in a general office setting
- Work is conducted in a busy office environment with frequent interruptions
- This position requires light physical activity and movement

Disclaimer:

Kishwaukee College is an Equal Employment Opportunity Employer and any reasonable and timely accommodations in compliance with the Americans with Disabilities Act will be made upon documented request by the employee.