

COLLEGE OF CENTRAL FLORIDA

JOB DESCRIPTION

JOB TITLE: COMMUNICATIONS CENTER ASSISTANT

PAY GRADE: C-3

OVERTIME STATUS: NON-EXEMPT

MAJOR RESPONSIBILITY:

To serve potential students, students, employees and visitors to the college by providing timely, accurate and pertinent information whether requested in person, by telephone or through email.

At the College of Central Florida, our vision is "To be the first choice for quality higher education in our community." We aim to accomplish this by providing a caring and exceptional learning environment that fosters the success of our students and community. Candidates considering becoming part of the CF family must be able to embrace and model this philosophy in their day-to-day responsibilities and demonstrate our standards: professional, responsive, informative, dependable and engaged.

PREREQUISITES FOR POSITION (Qualification Standards):

1. Education or training: High school diploma or equivalent required.
2. Years of experience in field: One year of experience in customer service that includes face-to-face and telephone interactions.
3. Special skills or abilities related to position: Positive human relations skills. Ability to speak clearly and distinctly in a well-modulated and pleasant voice, using correct grammatical construction and choice of words. Ability to speak English clearly and distinctly. Ability to remember accurately, within a reasonable training period, the names and locations of college personnel. Knowledge and skills of computer usage and Microsoft Office. Ability to operate a computer in entering, retrieving, and manipulating data. Knowledge of basic office procedures and good typing skills.

Ability to understand essential departmental operations. Ability to react quickly and calmly in placing and receiving calls of an emergency nature. Ability to operate a telephone console under conditions of heavy load, calmly and efficiently. Ability to keep records accurately. Ability to understand and follow oral and written instructions.

ESSENTIAL JOB FUNCTIONS:

1. Answer incoming local and long distance calls, making proper connection to person or department requested.
2. Answer routine nontechnical questions and refer other questions to proper persons.
3. Greet visitors and provide directions and general information about college programs, processes and events.
4. Be knowledgeable about the CF website, Intranet and student portal and provide directions on where to locate information.
5. Keep an accurate log of calls and walk-in visitors.
6. Assist in maintaining database of inquiries for inclusion in an enrollment management database; respond to requests for information.
7. Receive, seek approval and distribute authorized college broadcasts.
8. Assist in training part-time, work co-op and work study team members.

(These essential job functions are not to be construed as a complete statement of all duties performed.)

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Acceptable eyesight (with or without correction)
- Acceptable hearing (with or without hearing aid)
- Ability to communicate both orally and in writing on a telephone and on a computer for extended periods of time.
- Routinely requires sitting at a desk and viewing a display screen for extended periods of time
- Ability to access, input, and retrieve information from a computer or other electronic device
- Routinely requires Walking, Standing, Sitting, Kneeling, Stooping, Reaching up, Twisting and Bending.

ENVIRONMENTAL CONDITIONS:

- Works inside in an office environment

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

PRIMARY LOCATION OF JOB: Ewers Century Center, Communications Center, Ocala Campus

SUPERVISOR OF POSITION: Communications Center Specialist

Revised 12/05/14
Revised 1/30/13
Revised 5/4/12