

COLLEGE OF CENTRAL FLORIDA

JOB DESCRIPTION

JOB TITLE: COMMUNICATIONS CENTER SPECIALIST

PAY GRADE: C-6

OVERTIME STATUS: NON-EXEMPT

MAJOR RESPONSIBILITY:

To coordinate and supervise activities related to the operation of the Communications Center to include: scheduling and training staff, disseminating information, giving directions, completing weekly activity reports and addressing telephone calls, walk-ins, website requests from potential students and other members of the community.

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. Two-year degree preferred. Secretarial or office management training required
2. Years of experience in field: Three years of secretarial/clerical/computer and typing experience required. Four years managerial experience may be substituted for the management training.
3. Special skills or abilities related to position: Positive human relations, excellent communication and customer service skills. Knowledge of business English, spelling and punctuation and knowledge of office practices and procedures. Knowledge of the overall functions and operations as the response center for the enrollment management efforts of the college and the Marketing and Public Relations Department. Knowledge and skills of computer usage. Ability to operate a computer in entering, retrieving, and manipulating data. Ability to prepare documents and compose letters and memoranda. Ability to make decisions in accordance with college rules, regulations and policy. Ability to establish and maintain effective working relationships with employees, students and the public. Successful completion of a required skills test.

ESSENTIAL JOB FUNCTIONS:

1. Train, schedule, and supervise Communications Center staff, rotating part-time and student work force.

ESSENTIAL JOB FUNCTIONS (Continued):

2. Manage, post messages and direct the operation of the electronic plasma screen signs promoting college events, complying with standards.
3. Receive, seek approval, and distribute authorized campus voice and email messages.
4. Greet visitors and answer questions in person, by telephone and email.
5. Maintain logs of telephone, email and walk-in services, as well as information requested. Status reports are due monthly and a summary twice each year (January, July).
6. Maintain supply of brochures and information to fulfill requests for information.
7. Record inquiries for inclusion in an enrollment management database.
8. Maintain a list of room assignments for classes and events on campus to assist instructors, students and community.
9. Work with Public Safety to assist staff, students, and community.
10. Maintain a Standard Operating Procedures manual for the Communications Center.
11. Assist the marketing department with projects as requested.
12. Collect comment cards campus-wide weekly and forward to the President's Office.
13. May be required to work a flexible schedule, late afternoons, evenings, or weekends to ensure Communications Center staffing.
14. Must have a working knowledge of the college website and be able to share instructions with the public.
15. 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 marginal duties as required.)

ESSENTIAL PHYSICAL SKILLS:

- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without hearing aid).
- Ability to communicate both orally and in writing.
- Ability to type the prescribed words per minute accurately.
- Ability to access file cabinets for filing and retrieval of data.
- Ability to sit at a desk and view a display screen for extended periods of time.
- Ability to access, input and retrieve information from a computer.

ENVIRONMENTAL CONDITIONS:

- Generally works inside an office environment.
- May occasionally staff an outside booth.

(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: Manager of Community Relations