

# COLLEGE OF CENTRAL FLORIDA

## JOB DESCRIPTION

JOB TITLE: PUBLIC SERVICE DIVISION SUPPORT SPECIALIST

PAY GRADE: C-3

OVERTIME STATUS: NON-EXEMPT

### MAJOR RESPONSIBILITY:

Responsible for fingerprinting students and employees; perform receptionist duties for the Institute; type examinations and grade examinations in the department grading system; complete course/instructor evaluations.

At the College of Central Florida, our vision is to be "Your first choice for quality higher education." 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: Three years' full-time work experience in clerical work with customer service required.
3. Special skills or abilities related to position: Understanding of quality customer service; experience in handling customer contacts, both in-person and telephone; ability to relate well to instructors, staff and students; ability to operate a computer to transmit emails, maintain databases and prepare documents, letters and memoranda; understanding of business English; spelling and punctuation; must have clear and distinct communication skills; sufficient dexterity to operate all office equipment including automated fingerprinting equipment. Ability to establish and maintain effective working relationships with employees, students and the general public. Must have valid Florida driver's license.

### ESSENTIAL JOB FUNCTIONS:

1. Responsible for fingerprinting students and employees
2. Answer telephone and walk-in inquiries related to public service.
3. Function as office receptionist in an operating unit.
4. Keep supervisor's appointment calendar and schedule appointments. Receive and screen calls and refer callers to appropriate offices.

ESSENTIAL JOB FUNCTIONS (Continued):

5. May take notes and minutes of conferences, meetings and other activities as required by supervisor.
6. Schedule all classrooms for the Public Service division.
7. May assist with paperwork to business office for billing purposes.
8. Maintain office supply inventory and records.
9. May assist with travel arrangements; prepare travel forms and arrange for reimbursement of funds for supervisor(s).
10. Process instructor evaluations.
11. May assist with student files for all basic recruit programs.
12. May assist with recording of all CPR courses taught for the American Heart Association.
13. May assist with registrations, receive funds and associated records, and transmit same to other appropriate college offices or departments.
14. Normal work schedule is 9:30 am to 6:00 pm. However, may be asked to work a flexible schedule which may include mornings.
15. Travel to various locations to conduct background screenings.
16. Order all office supplies.
17. May assist in verifying leavers and completers.
18. Maintain office files.
19. Report office and classroom equipment problems.
20. Prepare personnel action forms and check applications for completeness.
21. Notify instructors of certifications expiration dates.
22. Prepare instructor files.
23. Compile and maintain Fire Science files.

(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.)

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 accommodations 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 clearly 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 moderate (up to 40 pounds) lifting and carrying.
- 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: Public Service Division, Ocala Campus

SUPERVISOR OF POSITION: Dean of Public Service/Criminal Justice