Position Title: Facilities and Technology Administrative Assistant, Mailroom & Help Desk

Department: Facilities and Technology

Status: Part-time, Non-exempt

Grade: Support Staff II

Hours: Part time hours from 7:30am – noon

Reports to: Vice President of Facilities and Technology, indirectly reports to Director of Computer Services & Maintenance Supervisor

Education: High School Diploma and or GED

Certification: None Required

Experience: Previous office experience in computer services or academic environment is preferred.

Physical: Some bending, reaching, and lifting up to 25 lbs. required.

Position Summary: The Facilities and Technology Administrative Assistant plays a key role in communication throughout the facility as they are responsible for the main switchboard including answering and routing of all calls. Proper business telephone etiquette, good customer service skills, and the ability to work as a team player are all critical to the success of this position and the College. This position is responsible for receiving and distributing mail and packages for all faculty and staff of CCSJ and coordinating all support activities associated with Facilities and Technology through the use of its Help Desk work order management system. Working as a team member in ensuring that the department goals and objectives are met is critical to overall success.

Knowledge, Skills & Abilities:
Requirements listed below are representative of the knowledge, skill, and/or ability required to be successful in this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

• Ability to provide exceptional customer service at all levels;
• Ability to work as part of a team;
• Ability to handle multiple tasks at any given time;
• Strong organizational, analytical, and communication (verbal and written) skills;
• Ability to communicate with technical and non-technical staff and students;
• Ability to be detail oriented;
• Working knowledge of telephone system with ability to transfer, hold, forward calls and to teach others;
• High level of interpersonal skills including ability to work with diverse groups;
• Demonstrated competency in Microsoft Word, Excel, & Access;

Interested applicants should provide a resume and cover letter to Human Resources at smcguire@ccsj.edu.
This position is open to internal and external candidates.