

Department:	Student Services
Position Title:	Switchboard Assistant
Reports to:	Sue Johnston

Minimum Qualifications:

- Must demonstrate strong customer service and organizational skills
- Must be able to maintain confidentiality
- Must possess the ability to assess callers' needs and react appropriately
- Ability to communicate effectively via telephone and in person
- Must be proficient in Microsoft Office
- Must possess the ability to work independently
- This position requires multi-tasking in an ever-changing environment
- Strong organizational skills required

Duties and Responsibilities:

- Answering and fielding calls at the switchboard
- Greeting and assisting visitors in the department
- Basic clerical work: filing, copying, stuffing envelopes, assembling packets, etc.
- Delivering department mail to and from the Brenau Post Office
- On-campus errands, such as posting flyers, delivering items to other departments, assisting with events, etc.
- Assisting with work room organization
- Assisting with department's recycle program (collecting cans and bottles from bins)
- Other tasks as assigned by Student Services staff

Environmental and Working Conditions:

Normal environment found in an educational setting. Requires approximately 10-12 hours per week, weekdays only. Some exposure to outdoors and varying weather conditions may be required.

Physical Demands and Aptitudes:

Able to lift 25 pounds on a regular basis and 40 pounds maximum, periodically. Even though the weight lifted may be a small amount, a job is in this category when it requires walking or standing to a significant degree, as well as pushing and pulling of arm and/or leg controls. Job requires the ability to reach, handle, finger, feel, talk, hear, see, squat, and kneel.