

FWS Student Administrative/Clerical Assistant

Job Summary:

Performs routine administrative and/or clerical duties in an assigned department. Provides customer service to students, staff and faculty in person, on the phone or via email. Performs moderately difficult functions such as data entry, scheduling appointments, maintaining calendars, composing and printing documents, processing departmental paperwork, maintaining files and records, answering phones, and may collect fees or sell box office tickets. This position is looking for a detail-oriented and reliable Federal Work Study Student to supplement department operations.

Essential Functions:

- Answer phones, emails, and in-person inquiries
- Draft, format and edit correspondences, memorandums, and flyers
- Receive and input a variety of student/customer information into computer systems
- Maintain and posts department and staff calendars; set appointments
- Receive, open, sort and route mail
- Prepare and compile packets of materials
- Schedule appointments and make meeting and event arrangements
- Collect and process payments from students or community members

Knowledge of:

- Office Administration/Clerical practices and procedures
- Modern office practices, procedures, and equipment including computers and applicable software programs
- Principles and practices of sound business communication; correct English usage including spelling, grammar and punctuation
- Principles and procedures of record keeping

Skills:

- Communicating clearly and effectively both orally and in writing
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations
- Operating a computer, enterprise software, spreadsheets, word processing, and other standard office equipment
- Maintaining confidentiality of student files and records
- Rules, procedures, and practices governing cash handling and receipt