



Campus Attendant

Office

Level 2

Last Reviewed: May 21, 2019

Position Summary

The Campus Attendant is primarily responsible for duties required to ensure that the college site is operational and that scheduled classes have the required resources to successfully deliver curriculum. This position will provide a welcoming environment for students, staff and the public, perform various reception and administrative duties and function as college security during evenings and weekends.

Duties

Facilities

- Open and close the campus facility as required for evening and weekend programming.
- Prepare rooms for scheduled classes.
- Conduct security rounds to ensure the safety and security of the students, staff, equipment and facility.

Customer Service

- Maintain a professional image and courteous demeanor with all internal and external customers, including students, staff and the general public.
- Provide reception including general phone and in-person inquiries, taking and relaying messages and making referrals to the appropriate staff member.
- Communicate college and program services information to the general public.

Technology Support

- Ensure audio-visual and telecommunication equipment is functioning properly in the scheduled classrooms.
- Implement procedures to troubleshoot equipment malfunctions.
- Demonstrate the use of equipment and processes as required for effective course delivery.

Administrative Support

- Provide clerical duties such as bookkeeping, data entry, word processing, photocopying, accepting payments, and other general administrative support.
- Collect, organize and maintain accurate registration and exam invigilation records as required by the college and our partnering institutions.
- Invigilate exams as required.
- Monitor program activity and provide feedback to respective coordinator.

It is noted that the duties and responsibilities outlined above are representative, not all-inclusive.

Knowledge, Skills and Abilities

Candidates must be able to demonstrate:

- Excellent customer service skills.
- Strong written and verbal communication skills.
- Ability to work cooperatively with college clients, staff, external agencies and the general public.
- Sound knowledge of and the ability to operate audio-visual equipment and telecommunication applications.
- Willingness to learn the operations and functions of other equipment as required.
- Ability to troubleshoot equipment malfunctions.
- Sound knowledge of and ability to operate general office equipment (photocopiers, fax machines, telephone systems, etc).

- Demonstrated proficiency in the use of computer applications, including Microsoft Word, Excel and Outlook.
- Keyboarding proficiency of 30 wpm is required.
- Strong organizational skills.
- Excellent attention to detail.
- Ability to multi-task.
- Proven ability to work independently and take initiative.

Education

- Grade 12 diploma or academic equivalent.

Experience

- Minimum of one-year of experience in a customer service or administrative assistant position.