

**MICHIGAN TECHNOLOGICAL UNIVERSITY
CLASSIFICATION DESCRIPTION**

Job Title: OFFICE ASSISTANT 3
Department: ALUMNI RELATIONS
Hourly Rate: MINIMUM \$10.20 - MAXIMUM \$13.50
(Regular, twelve-month, 20 hrs. /week)
(External candidates will receive the minimum hourly rate)
Exempt (Y/N): NO
Supervisor: DIRECTOR, ALUMNI RELATIONS

**UAW INTERNAL AND EXTERNAL
POSTING**

10/28/09 TO 11/03/2009

**Position Duration is Dependent upon
external funding**

SUMMARY: Provide clerical and administrative support functions for the Office of Alumni Relations for the Alumni Association. Must be able to positively represent the department and respond to the needs of alumni of all ages, volunteers, major donors, class representatives, special group coordinators and others with direct interests.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Reception of students and alumni, in the Office of Alumni Relations as a "greeter" for the Alumni Association.
Provide support to alums/friends regarding concerns/questions on telephone, "Contact Us" web form and via alumni@mtu.edu email account.
Forward opt out requests, employment and address changes to Michigan Tech Fund.
Respond to requests to reconnect alumni and for information on alumni for next of kin.
Use discretion when releasing alumni information by maintain working knowledge of FERPA laws and our Alumni Privacy Policy.
Receive and distribute department mail, prepare packages for shipping.
Manage room schedules – conference room, visiting alumni office, etc.
Maintain office supply inventory (paper, pens, file folders, etc.).
Maintain promotional items inventory (pens, pins, decals, and brochures).
As directed, conduct research working with a variety of vendors to review samples and pricing of promotional items.
Assist at local chapter events, campus events (i.e. Winter Carnival) and regional events as required.
Assist in the preparation of event attendee name tags and rosters.
Assist in assembling of materials for events, i.e. signs, tablecloths, promotional items, raffle prizes, etc.
Administrate online Alumni Networks by reviewing user content and provide assistance regarding alumni updates, event registration, and other user concerns with HuskyLink Alumni Online Community, LinkedIn Group and Facebook page.
Using data provided by Advancement Information Services, update weekly HuskyLink statistics for benchmarking.
Administrate Alumni-Student mentoring program by providing assistance to alumni and students regarding access, completing mentoring profiles, conducting searches and resolve other software program issues.
Monitor initial mentee to mentor communication for appropriateness.

SUPERVISORY RESPONSIBILITIES:

Functional supervision may be exercised over student assistants.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

REQUIRED:

High school diploma, or an equivalent combination of education and experience from which comparable knowledge and abilities can be acquired.

One year office/clerical experience.

One year experience using personal computers and basic software packages including spreadsheet/database software.

Experience using basic features of word processing applications such as using columns or tables, sorting, mail merge, or graphics.

Experience using basic features of spreadsheet/database applications such as mail merge, mailing lists and event reporting.

OFFICE ASSISTANT 3 – ALUMNI RELATIONS

OTHER SKILLS AND ABILITIES:

REQUIRED:

Superior interpersonal, customer service, and written/oral communication skills.

Demonstrated ability to use judgment when dealing with confidential information.

Demonstrated ability to handle multiple tasks with attention to detail and a high degree of accuracy.

Demonstrated ability to independently organize and prioritize work assignments.

Demonstrated ability to work effectively under conditions with frequent and multiple interruptions.

Demonstrated ability to meet multiple deadlines.

Demonstrated knowledge of proper grammar, spelling, and punctuation.

Demonstrated ability to communicate effectively across cultural boundaries and work harmoniously with diverse groups of students, faculty and staff.

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.

Ability to write routine correspondence. Ability to effectively present information in one-on-one situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems in standardized situations.

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.

While performing the duties of this job, the employee is occasionally required to stand; walk; stoop, kneel, crouch or crawl; and reach with hands and arms. The employee is frequently required to talk or hear. The employee is regularly required to sit; and use hands to finger, handle or feel an object.

Specific vision abilities required by this job include close, color, peripheral vision; and the ability to adjust focus.

The employee is occasionally required to lift up to 25 pounds.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may occasionally be exposed to the risk of electrical shock and radiation.

The noise level in the work environment is usually moderate.