

## **Student Worker Position: Data Entry and Clerical Support**

**Summary of Position** – Performs varied clerical and related data entry tasks for the staff of the Development & Alumni Affairs Division including (but not restricted to):

- 1) Data entry (Millennium)
  - a. Creating and/or updating through keyboard entry existing records in the development database
  - b. Scanning and attaching constituent information from external sources
- 2) Copying, filing, sorting and compiling various hard copy packets of information
- 3) Answering telephones
  - a. Front desk/reception coverage as needed
  - b. General phone coverage during staff meetings
- 4) Word processing and/or data entry into spreadsheets as required
- 5) Running errands
- 6) Other duties as assigned

### **Daily routine requirements:**

- Arrive for scheduled work hours promptly; arrange for coverage if unanticipated conflicts in scheduling occur [absence for 3 scheduled work slots without contacting the supervisor and/or attempting to find coverage will result in termination of employment].
- Adhere to code of confidentiality related to constituent information (required signature on form).
- Dress code minimum – business casual; no cutoff skirts, pants or tops, ragged jeans, t-shirts or tank tops.
- Maintain work area and equipment in a clean and orderly condition.

### **Task Competencies:**

Equipment Used - Personal computer and related equipment (databases, spread sheets, word-processing, monitor, keyboard, etc.); telephone; credit card machine; shredding machine; printer; copier; fax; typewriter; desk; files; storage cabinets; calculator.

Software used - Microsoft Office Word/Excel, Internet Explorer/Netscape, Millennium.

Environmental Conditions - Office setting; overhead and indirect lighting; fluctuating internal climate control (levels of heating/cooling and general air handling may vary); some exposure to weather fluctuations when running errands.

Physical Requirements - Sitting for extended periods; prolonged exposure to computer monitors; some traversing between campus buildings; must prioritize well and focus on completion of assigned tasks; must operate various input/output devices including keyboard and computer “mouse”; maintains a positive and objective “customer service” approach and attitude even when confronted with difficult situations.

### **Core Competencies:**

Accountability - Takes personal responsibility for all work activities and personal actions and acknowledges mistakes and failures without blaming others.

Client/Customer Service Orientation - Takes personal responsibility for dealing with and/or correcting customer service issues and concerns.

Dependability/Efficiency - Strives to complete activities/projects in a timely manner on or before scheduled deadlines with minimal errors.

Interpersonal Skills - Demonstrates an ability to work effectively with others employing self-regulation to manage interactions with other students and staff.

Respect and Valuing Diversity - Demonstrates the ability to recognize, understand, accept and appreciate the value of workplace diversity; respects the practices, values, and points of view of other individuals and groups.

Ethics - Demonstrates the ability to adhere to an appropriate and effective set of core values and beliefs and to act in line with those values.

Quality Assurance/Attention to Detail - Accomplishes tasks through concern for all aspects of the job, no matter how small. Accurately checks processes and tasks and follows up.