DAWSON COMMUNITY COLLEGE
POSITION DESCRIPTION
MARCH 2021

TITLE: Campus Services Assistant
DIVISION: Office of the President
DEPARTMENT: President
STATUS: Permanent, Full-Time, Hourly, Classified position

SUPERVISION RECEIVED: Assistant to the President
SUPERVISION EXERCISED: Temporary COVID-19 Educators, Student Employees, Work Study Students
GRADE: 10
RATE OF PAY: $13.77
HOURS: Position may work evenings and weekends

SUMMARY:
Under the guidance and supervision of the Assistant to the President this position services as the initial customer service contact for Dawson Community College. Position greets all people entering the Main Administration building on campus. This position is responsible for scheduling all COVID-19 Educators and Welcome Personnel. All positions will check all people entering the College through the main entrance at the Toepke Center, Administration Building or the Ullman Center. This position will be responsible for staffing all three entrances, staffing the Toepke during athletic, student and community events. This position will also plan, coordinate and staff events on campus.

EMPLOYMENT WITH DAWSON COMMUNITY COLLEGE:
Employees at Dawson Community College must demonstrate kindness, respect, integrity, professionalism, and caring regard. We adhere to the highest ethical standards in fulfilling our jobs, to honor the College and college policies and procedures and to promote the educational objectives of the institution. Respect creates an atmosphere conducive to learning. Respect, in this sense, is a minimum threshold for our interactions with each other. A higher threshold is a “caring regard” for the people with whom we work.

Professionalism at DCC includes being mindful of our actions when working with students, colleagues, co-workers and our community members. Respect and “caring regard” for those with whom we share the common purpose of serving students is a paramount value. Professionalism and respect for others is an expected part of DCC job performance.

Responsibilities:
Customer Service Duties and Responsibilities:
• Serves as an initial customer service contact for Dawson Community College
• Assesses individual customer needs and provides individual/direct assistance
• Directs customers to others by scheduling appointments by phone/in-person across campus.
• Answers all incoming calls for the college. Collects information and directs caller or person to the appropriate office. Documents and provides follow-up to all customers.
• Assists with receptionist duties, including answering all calls coming through the main line, greets and directs customers, schedules appointments and performs general office duties.
• Provides excellent Customer Service to all students, staff and community members
• Provides a welcoming environment
• Responds quickly and with a smile
• Protects privacy and confidentiality
• Acts professional at all times
• Maintains strict confidentiality of all information, material, and discussions
• Screens all people entering main entrances (Toepke, Administration, Ullman)
  ▪ Check for a fever.
  ▪ Do you have a cough? (one of the early signs of COVID)
  ▪ Does your throat hurt?
  ▪ Do you have any of the following symptoms:
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- Headache
- Chills
- Body aches
- Tired
- Have you been sneezing?
- Are you congested?
- Have you had any breathing problems?
- Have you travelled outside of Dawson County?

Event Coordinator Duties and Responsibilities:

Scheduling and Customer Service Support:
- Manages scheduling workflow. Respond to phone and email scheduling inquiries
- Facilitates internal and external event requests
- Enforces scheduling policies and guidelines
- Creates and distribute weekly task events for all events
- Provides exceptional customer service and problem-solving skills
- Coordinates with IT to ensure all IT needs are met
- Circulates event setup sheet

Event Support:
- Delivers coordination support for conference and event operation. Manage logistical aspects of the event/conference including facilitating contract agreements and signature, preliminary billing, room set up, parking needs, signage needs, walk through with client and support services and other logistics relating to the event.
- Coordinates tours, meets with internal and external clients.
- Communicates logistical information to campus and community partners and provides on-site and/or on-call assistance during the event.
- Supports events which may include working outside the standard College business hours working evening/weekends.

Facility Management of Event Spaces:
- Submits work orders to Physical Plant and IT for custodial maintenance needs and technology needs to maintain the quality of the meeting space.
- Responsible for preparation of all meeting spaces, managing and assisting student workers with room setups, including moving furniture, tables and chairs.
- Provides on-site supervision and support for special events and conferences.

Supervise:
- Supervises and hires student employees and work study students
- Coordinates training regarding customer service, room set-up, and event management
- Conducts evaluations on student employees and work study students
- Works a flexible schedule (evenings and weekends)
- Strong communication skills
- Ability to work in an office setting
- Ability to supervise a number of temporary employees
- Willing to step in to cover shifts if someone doesn’t show up
- Fulfill the obligations of a Campus Security Authority (CSA) as defined by the Clery Act. (A Campus Security Authority (CSA) is an individual, who by virtue of their college responsibilities and under the Clery Act, may receive and is required to report any criminal incidents brought to their attention to the Vice President of
Academic and Student Affairs so that they may be included and published in the college’s Annual Security Report. CSA's are required to complete training on appropriately handling reporting crimes, victim relations and support, and related school policies.)

**PERFORMANCE STANDARDS:**

**CORE COMPETENCIES:**

- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal effectively with frequent change, delays, or unexpected events.
- **Attendance** - Is consistently at work and on time.
- **Business Acumen** - Understands basic business practices and reporting hierarchy.
- **Change Management** - Communicates changes effectively.
- **Oral Communication** - Speaks persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Participates in meetings.
- **Written Communication** - Writes informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Cost Consciousness** - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Meets commitments.
- **Delegation** - Delegates work assignments; Matches the responsibility to the person; Sets expectations and monitors delegated activities.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.
- **Initiative** - Seeks increased responsibilities; Takes independent action.
- **Judgment** - Displays willingness to decide; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Managing People** - Includes staff planning, decision-making, facilitating and process improvement; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Improves processes, product and services.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization’s goals and values.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Organizes or schedules other people and their tasks.
- **Problem Solving** - Identifies and resolves problems promptly; Gathers and analyzes information skillfully; Develops alternative solutions.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments. Dresses appropriately for workplace with frequent customer service interactions. Supports and promotes a positive image of Dawson Community College.
- **Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- **Quantity** - Meets productivity Standards; Completes work in timely manner; Strives to increase productivity; Works effectively.
- **Safety and Security** - Observes safety and security procedures; Uses equipment and materials properly.
- **Strategic Thinking** - Develops strategies to achieve organizational goals; Adapts strategy to changing conditions.
- **Inclusion** – Provides an environment inclusive of all students, colleagues, co-workers and community members and supports underrepresented stakeholders.
- **Assessment** – Assesses annual performance and works closely with Supervisor.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the employee.

**Reasonable Accommodations Statement**
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To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Dawson Community College is an equal opportunity provider.

Required:
• Associates degree or a combination of education and experience
• Supervisory experience
• Excellent Customer Service skills and Communication skills
• Ability to work independently
• Ability to train staff to provide a welcoming environment and to perform the functions of their job
• Is dependable, works as a team, follows directions and complete tasks

Preferred:
• Bachelor degree
• Higher Education experience

COMPLETED APPLICATION PACKET MUST INCLUDE:
• Completed Dawson Community College application
• Current resume
• Cover Letter
• Copies of college transcripts (original transcripts required, if hired)
• Three professional references (names, email addresses, and phone numbers).

INQUIRIES MAY BE DIRECTED TO:
Human Resources Department
hr@dawson.edu
406-377-9430

This institution is an equal opportunity provider.

The College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee’s ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.

Qualified protected class individuals are encouraged to apply. Dawson Community College must comply with the Immigration Reform and Control Act of1986. If hired, you will be required to provide documents to show your identity and authorization to work.

Nondiscrimination Policy: Dawson Community College does not discriminate on the basis of creed, race, religion, gender, national origin, age, disability, veteran status, genetic information, pregnancy status, marital status, gender identity or expression, or sexual orientation with respect to access, employment, programs, or services. Employees who engage in such unlawful discrimination will be subject to disciplinary action up to and including discharge.

The College is in compliance with Executive Order 11246; Title VII of the Civil Rights Act of 1964, as amended by the Equal Employment Opportunity Act of 1972; Title IX regulation Implementing Educational Amendments of 1972; Section 504, Rehabilitation Act of 1973; the Americans with Disabilities Act of 1990; the 1991 Civil Rights Act; the Age Discrimination in Employment Act of 1967, as amended; the Vietnam Era Veterans’ Readjustment Assistance Act of 1974; Title 49, the Montana Human Rights Act; and all other federal, state, and college rules, laws, regulations and policies.

Inquiries or complaints concerning any of these matters for employees should be brought to the attention of:

Leslie Weldon, Title IX Coordinator. Telephone: (406) 377-9412. Email: lweldon@dawson.edu. Mailing Address: 300 College Drive, Glendive, MT 59330.
Inquiries or complaints concerning any of these matters for students should be brought to the attention of:

Leslie Weldon, Title IX Coordinator. Telephone: (406) 377-9412. Email: lweldon@dawson.edu. Mailing Address: 300 College Drive, Glendive, MT 59330

Virginia Boysun, Registrar, Veteran's Coordinator. Telephone: (406) 377-9404. Email: vboysun@dawson.edu. Mailing address: 300 College Drive, Glendive, MT 59330.

Katherine Carrier, Dean of Academic Affairs, ADA Coordinator. Telephone: (406) 377-9434. Email: Kcarrier@dawson.edu. Mailing address: 300 College Drive, Glendive, MT 59330.


REVIEWED BY (SUPERVISOR SIGNATURE) ____________________________ DATE: _________________________

REVIEWED BY (EMPLOYEE SIGNATURE): ______________________________ DATE: __________________________