



Job Description

Job Title: Information Desk Representative

JTC: CAG

Salary Range: N02

FLSA: Non-Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Provides support services for a large volume of calls and/or in person traffic originating from the location's main numbers and/or college main student/visitor traffic area(s). Exercise a high level of initiative and independent judgment in answering questions, in filling requests for information, and directing visitors to correct individuals/departments.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Must be able to greet individuals in a courteous and professional manner. Has broad knowledge of all services within the location and uses information to answer questions or refer individuals to the appropriate department. Ability to interpret and apply administrative and departmental policies and procedures.

Demonstrated ability to keep track of details and procedures accurately and thoroughly. Shows respect and sensitivity for cultural differences; promotes a harassment-free environment; treats individuals with respect; inspires the trust of others; works with integrity and ethically; upholds values, goals and mission of the organization/district.

Ability to build and maintain working relationships with a diverse, multicultural constituents and stakeholders within the DCCCD network community. Must have excellent organizational and multi-tasking skills and the ability to adapt to frequent changes in the work environments.

Ability to promote a positive image of the organization/campus. Demonstrates good professional working relationships by providing assistance and information to internal/external visitors, students, staff and faculty.

Must have excellent interpersonal and customer service skills. Knowledge of customer service etiquette, appropriate office practices and procedures with an emphasis on campus/location protocols. Must be able to communicate effectively and in a respectful tone and manner, and promote cultural diversity in the workplace.



PHYSICAL REQUIREMENTS

Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling. Work is routinely performed in an office environment.

Work performed may be repetitious, and stressful as the day is spent answering continuously ringing telephones and sometimes encountering difficult or irate callers or visitors. Occasional lifting of objects up to ten (10) pounds.

MINIMUM KNOWLEDGE AND EXPERIENCE

High school diploma or GED equivalent plus one (1) year of related experience. Additional work hours may be required during peak registration periods at campus locations including some Saturdays or during Board meetings. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Depending on assigned location, will serve as a centralized point of contact for greeting, welcoming, and directing visitors appropriately and notifying appropriate personnel of visitor's arrival. Greets visitors in person or via telephone, answering or referring inquiries. Directs visitors by maintaining employee and department directories.

Monitors visitor access and maintains security awareness by following procedures, i.e., monitoring logbook and/or issuing visitor badges. May issue parking passes. Maintains a safe, efficient, well-organized reception area. Provides general administrative/clerical support and contributes to the team effort by accomplishing related tasks as needed. Follows policies and procedures, completes tasks correctly, and on time; supports organization's goals and values. Observes safety and security procedures and reports potentially unsafe conditions. Uses equipment and material properly.

Contributes to building a positive team spirit. Listens to others without interrupting; keeps emotions under control. Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; exhibits objectivity and openness to others' views; gives and welcomes feedback. Values diversity and treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.

Maintains confidentiality of business documents and students records in compliance with FERPA regulations. Schedules conference and meeting rooms. May coordinate physical arrangements for special events, meetings, projects, etc. Researches and assimilates information concerning on-going district/campus functions and operations in order to provide accurate and timely information to all visitors or callers.

Strong communication skills to accurately provide information being requested. Pursues training and development opportunities and strives to continuously build knowledge and skills. Responds promptly to customer needs and/or requests for service and assistance. Has excellent interpersonal, verbal and written communication skills; good attention to detail; is reliable and takes initiative. Identifies and



resolves problems in a timely manner, analyzing and developing alternative solutions; works well in a team environment. Uses reasoning even when dealing with emotional topics.
Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.