

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Customer Service Clerk

BASIC FUNCTION: Under the supervision of the area Manager/Director/Dean, performs a variety of routine, general clerical work.

PROVIDES WORK OR LEAD DIRECTION TO: Not applicable – no permanent full-time staff to supervise.

REPRESENTATIVE DUTIES:

1. May operate a variety of office equipment such as a desktop computer, copy machine, printer, scanner, fax, etc.
2. Sorts, alphabetizes and files records and reports according to department standards.
3. Checks records and forms for completeness and accuracy.
4. Greets visitors; schedules appointments and meeting rooms.
5. Answers routine questions or gives out standard information.
6. Inputs or posts prescribed information from clearly defined sources.
7. Receives, distributes, and dispatches mail.
8. Answers the telephone; directs calls; provides general and departmental information as appropriate.
9. Enters statistics and student information to data bases.
10. Assists students with completing paperwork, forms, and applications.
11. May assist in ordering office supplies and other materials as necessary.
12. Provides coverage for the college receptionist, as needed.
13. Participates in District-provided in-service training programs.
14. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
15. Performs other duties, related to the position, as assigned.

EDUCATION: Graduation from high school or GED equivalent is required.

EXPERIENCE: One year of general, entry level, clerical work.

LICENSES/CERTIFICATIONS: None.

KNOWLEDGE OF: Modern office practices, computer equipment and software; proper grammar, punctuation, and spelling; basic mathematics and keyboarding skills.

ABILITY TO: Operate modern office equipment, including, but not limited to, calculator, scanner, copier, fax machine, telephone, desktop computer; spell correctly; communicate effectively, orally and in writing; index and file; establish and maintain effective working relationship with others.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students, staff, and the community.

CONTACTS: Students, faculty, staff, vendors, and the general public.

WORKING CONDITIONS: Normal office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951) 222-8039.