Front Office Assistant

Responsibilities
The Marshall Student Center Front Office Assistant must be professional, motivated, and customer service oriented. The Assistant supports all departments and is the key to daily operations. The Assistant is the first impression of the MSC for clients and customers. Main tasks and responsibilities include but are not limited to:

- Answer telephone, screen and direct calls
- Take and relay messages
- Provide information to callers
- Greet persons entering the office, including students, staff, and non-university clients
- Direct persons to correct destination
- Assist with queries from the public and customers
- Ensure knowledge of staff movements in and out of organization
- Provide general administrative and clerical support
- Prepare letters, faxes and documents
- Receive and sort mail and deliveries
- Schedule appointments for Event Planners, Reservationist and Directors
- Assist the Event Planning staff with inputting Accountable Officer Forms and billing correspondence to student organizations
- Maintain appointment diary either manually or electronically
- Organize meetings
- Maintain the reception area and additional operation duties as needed

Knowledge
Each Front Office Assistant should possess excellent written and verbal communication skills; maintain a professional personal appearance; be oriented towards customer service; and have the ability to manage and organize information with attention to detail. Additionally, the Assistant must show initiative, be reliable, and be able to work independently in what can be a fast-paced, high-stress environment.