



## Welcome Center and Operations Assistant (CFE)

**CAMPUS:** Coffee Campus

**STATUS:** Full-time

**POSTING TYPE:** Regular Posting

The Welcome Center Assistant receives and routes telephone calls for the Coffee campus. The primary role of the incumbent is to provide requested information and/or forward calls to the appropriate locations or individuals, greets in-person college visitors, determines the nature of their business, and provides appropriate information to other personnel as needed. The Assistant also provides day to day clerical support to campus personnel as needed; supports the office of the Director of Campus Operations; assists with the coordination of special events on campus; provides support to the Fleet Office by maintaining the reservation schedule for the campus fleet vehicles, ensuring vehicle books are checked out and returned as scheduled, assisting with scheduling vehicle maintenance, and issuing student/employee parking decals; as well as other tasks that support the Human Resources and Campus Operations function as needed. The incumbent in this role will assist with the following on campus as needed: One Stop Center (printing IDs, scheduling appointments, as well as ensuring students sign in at the Kiosk); Recruiting Department (recruiting and admissions activities - stuffing envelopes, entering prospect cards into Banner, etc.); Facilities (liaison for maintenance requests, deliveries, emergency situations, etc.). The successful candidate is expected to have a basic proficiency in Microsoft Suite applications such as Word, Excel and Powerpoint is expected of the successful candidate, as well as having a positive outlook, a strong work ethic that sets examples for others on campus, and a desire to promote Wiregrass opportunities to the surrounding community. Completes WGTC training, webinars, and modules in a timely manner.

*Wiregrass Georgia Technical College seeks to recruit, hire, and retain faculty and staff who display a willingness to support students of underrepresented gender and minority groups, as well as students with disabilities. All employees of the college are required to participate fully in the realization of equity in recruitment, enrollment, retention, graduation, and placement of students enrolled or who seek to become enrolled in programs at the college, with a special emphasis on nontraditional program participants.*

**Reasonable Accommodations Statement:** To perform the duties of this position successfully, the incumbent must have the appropriate work experience, hold the appropriate certification and credentials, and be able to perform each key position duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Please contact [humanresources@wiregrass.edu](mailto:humanresources@wiregrass.edu) to request accommodations.

### SUMMARY OF WORKING CONDITIONS

- Equipment Used: Standard office equipment.
- Working Conditions: Category III - No foreseen exposure to hazardous chemicals/pathogens. Probability of working beyond the normal shift, but not frequently. Travel is rarely required.

### MINIMUM QUALIFICATIONS

High School Diploma or equivalent **\*and\*** Six (6) months of related work experience. Knowledge of multi-line phone system operation and basic computer software are required. Outstanding customer service skills and professionalism are required. Must have the ability to lift 5-10 lbs. and endure prolonged standing and walking with or without reasonable accommodations.

### PREFERRED QUALIFICATIONS

In addition to meeting all other minimum qualifications, the highly desired candidate will possess one or more of the following: Technical Certificate/Diploma or higher degree in Business or related area. Prior experience as a receptionist in a high call volume setting. Knowledge of BANNER student information software. Prior experience in an education setting and assisting with campus events is a plus.

## SALARY/BENEFITS

Salary is \$32,000/yr. This position is full-time and includes standard State of GA benefits such as leave accrual, options for health & other supplemental benefits, and retirement. This position may qualify the successful candidate for the Public Service Loan Forgiveness Program. *This position is funded in whole or in part by State/Local/Tuition funds.*

## BACKGROUND INVESTIGATIONS

Pursuant to college policy, a thorough background investigation, including a criminal history records check and employment history reference checks will be performed for all candidates offered employment. Other checks such as Motor Vehicle Records may be conducted for any candidate receiving an offer, as well as internal candidates prior to being promoted or transferred into a position with the college. **Other Required Tests: No additional tests are required for this position.**

Should a candidate be chosen for a 2nd interview, references which support prior work history and employment experience will be contacted. Please note that some employers charge a processing fee to complete employment verifications. If a former employer requires payment to complete employment verification forms, this fee must be paid by the candidate. For positions requiring official transcripts, the candidate will be responsible for ordering and payment for these transcripts. Wiregrass is responsible for payments for criminal history searches, MVR searches, credit checks, and other items listed in the required tests portion above.

## APPLICANT INSTRUCTIONS/INFORMATION

**Application Deadline: Thursday, March 19th or Until Filled**

All application packets MUST be completed via the Online Job Center at <https://www.wiregrass.edu/about/employment>. As a part of the application process, interested candidates may also be required to upload other documents such as a resume, transcripts, etc (see job center listing for more details). This posting will be removed from the Online Job Center on the date posted above. For more information regarding this position or application instructions, please contact the Human Resources Office at (229) 333-5356 or [humanresources@wiregrass.edu](mailto:humanresources@wiregrass.edu).

### EQUAL OPPORTUNITY EMPLOYER STATEMENT

As set forth in its student catalog, Wiregrass Georgia Technical College does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, political affiliation or belief, genetic information, veteran status, or citizenship status (except in those special circumstances permitted or mandated by law). Any violation or questions may be directed to: Shalonda Sanders, Title IX Coordinator (all campuses), Vice President for Human Resources and Operations, Valdosta Campus, Brooks Hall, Room Rm. 548, (229) 333-5356 or [shalonda.sanders@wiregrass.edu](mailto:shalonda.sanders@wiregrass.edu); OR Katrina Royal, Student ADA Section 504 Coordinator (all campuses), Director of Special Populations and Tutoring Services, Valdosta Campus, Berrien Hall, Room 100, (229) 333-2100 ext. 1236 or [katrina.royal@wiregrass.edu](mailto:katrina.royal@wiregrass.edu) \*student ADA student disability claims only. Telephone numbers are accessible to persons who are deaf or hard of hearing through the Georgia Relay by dialing 711 or 1-800-255-0056 from a TTY/TDD.