

Capstone On-Campus Management LLC
Job Description

Job Title: Office Coordinator GL Code: 6125
Reports To: General Manager
FLSA Status: Non-Exempt

Summary

Greets visitors, answers and directs telephone calls, processes mail, and performs other clerical tasks such as typing, filing, copying and faxing. Coordinates office processes and assists management staff with leasing, marketing and resident services.

Essential Duties and Responsibilities

- Receives payments and issues receipts.
- Assists Assistant General Manager of Operations with collections processes.
- Assists Assistant General Manager of Resident Services with applications and assignments processes organizing all new applications and contracts for assignments.
- Maintains up to date files for all residents, vendors and prospective residents.
- Processes invoices for Accounts Payable through the Regions and Yardi systems.
- Answers incoming telephone calls, determines purpose of callers, and forwards calls to appropriate personnel or department.
- Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable.
- Answers questions about organization and provides callers with address, directions, and other information.
- Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel.
- Monitors visitor access.
- Receives, sorts, and routes mail; checks in student mail and contacts students.
- Processes outgoing mail.

- Maintains fax machines, assists users, sends faxes, and retrieves and routes incoming faxes.
- Operates computer terminal to input and retrieve data.
- Operates office machines such as typewriter, adding, calculating, and duplicating machines.
- Orders, receives, and maintains office supplies.
- Creates and prints fax cover sheets, memos, and other documents when necessary.
- Performs other clerical duties as needed, such as filing, photocopying, and collating.
- Manages office social media sites, posting appropriate information based on operational events and processes.
- Other duties as assigned.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner.

Technical Skills - Pursues training and development opportunities.

Customer Service - Responds promptly to customer needs; responds to requests for service and assistance; meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar.

Teamwork - Gives and welcomes feedback; contributes to building a positive team spirit.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

Cost Consciousness - Conserves organizational resources.

Diversity - Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.

Judgment - Exhibits sound and accurate judgment; includes appropriate people in decision-making process.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently.

Professionalism - Approaches others in a tactful manner; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.

Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; monitors own work to ensure quality.

Quantity - Completes work in timely manner.

Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

Attendance/Punctuality - Is consistently at work and on time.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; asks for and offers help when needed.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or general education degree (GED) and two to three years' clerical experience.

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have knowledge of Microsoft Word, Excel and Outlook.

Other Skills and Abilities

Ability to operate basic office equipment including photocopier, fax, and telephone. Basic typing and filing skills.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to sit and reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and distance vision.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Compensation: \$14.00-\$15.00/ hour, excellent benefits including medical, dental, 401K and professional development funding.

Approximate Start Date: February 20, 2017

To apply please submit cover letter, resume and contact information for three professional references to Vallyn Merrick, General Manager vmerrick@cocm.com