Our Mission: It is the mission of Saint Michael’s College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objectives of the Position:
- Ensure that a safe, respectful, and welcoming environment exists for all students seeking career and personal counseling, as well as for staff, faculty, parents, and alumni who come in or call
- Confidentiality is maintained at all times in relation to student appointments, files, and referrals
- Calls and walk-ins are handled professionally and directed efficiently and accurately to the appropriate person or department
- Student workers receive proper guidance, training, and work assignments on an ongoing basis
- Provides essential support for all career development activities and events.

Essential Duties and Responsibilities:
- Maintains the operations of the front desk, including answering the phone, taking messages, making appointments, checking voice mail, and returning phone calls in a timely and professional manner
- Coordinates schedules for professionals in the office using Titanium clinical scheduling and record-keeping software
- Directs crisis situations to the appropriate personnel
- Reconciles budget statements monthly, corrects errors, and resolves discrepancies with the report that the Controller’s office generates, and reconciles monthly credit card statements
- Tracks budget in order to prevent overages, and maintains inventory of all office supplies and equipment, ordering more as needed
- Supervises, trains, schedules, and evaluates 10-12 work-study students each semester, and serves as a mentor and role model to the students
- Troubleshoots office computer problems, acting as the liaison between the Offices of Career Development and Personal Counseling and the Information Technology Office
- Provides support for printing documents, brochures, forms, semester workshop calendars, correspondence, etc., staying in close contact with Printing Services
- Updates the Office of Career Development website and facilitates use of additional social media, including Career Development Facebook page.
- Maintains the Career Library inventory and gives this information to the College Library whenever a change is made as well as helps students, staff, faculty, parents, and alumni find resources in the Career Library
- Presents a positive and helpful attitude to the public
- Keeps the Directors informed and aware on current issues on campus, student concerns, and office problems, as they arise
- Creates “Career Advisory Network” reports for the three career counselors based on criteria selected using Datatel
- Coordinates schedules for interviews between students and on-campus recruiters
- Delegates office projects to work-study students from professional staff members, ensuring that projects get done when needed in a timely manner
- Screens, sorts, and distributes incoming mail, and emails notices and current job postings to all students and alumni
- Maintains the Career Development inbox and office fax
- Sets up and maintains new files, and purges old reference files for current students and alumni
- Collects and deposits monies for reference files, presentations, career fairs, etc.
- Coordinates special events initiated by the department
• Gathers and calculates end of year statistics to give to the Director of Career Development
• Maintains SMC JobLink by approving new items daily and ensuring employers and job opportunities are up to date
• Sends out email notices to all students on workshops being held that day
• Ensures that publications in the office are up to date and accessible
• Makes conference and travel arrangements for everyone in the office
• Generates, distributes, collects, and submits timesheets for work-study students
• Maintains a close, cooperative working relationship with other offices on campus
• Helps out wherever needed in this office (or around campus)

Secondary Responsibilities:
• Helps out when recruiters are in the office
• Places work orders for the office
• Helps students and career counselors troubleshoot computer problems while working on student resumes

Positions Supervised:
• Work-study students (10-12 per semester)

Position’s Major Contacts:
• Students
• Parents
• Professors
• Alumni
• Recruiters
• Student Life Office staff members
• Health Services staff
• Pretty much everyone on campus

Demonstrates Excellence in this Position:
• Makes the Offices of Career Development and Personal Counseling a safe and helpful resource for everyone
• Effectively multi-tasks and maintains a high level of organization
• Presents a positive and helpful attitude towards everyone who contacts this office, going out of the way to help them when needed
• Demonstrates extensive knowledge of all the offices on campus for referral purposes
• Expertly remains calm in crisis situations and is able to direct students to the appropriate professional staff member or office
• Effectively navigates a variety of personalities (students, work-study students, and professional staff) within an office setting while at the same time effectively assisting the public

Education and Work Experience Required:
• High school diploma; bachelor’s degree preferred
• Some post-secondary education, work experience, or specialized training
• Office experience in a hectic, fast-paced office with budgetary responsibilities

Analytic Skills Required:
• The ability to recognize several likely causes of events, analyze relationships among several parts of a problem or situation, and then formulate a multi-step response is required

Language and Literacy Skills Required:
• Reads and understands basic instructions. Conversational skills including responding to supervisors and co-workers as needed to ask questions, provide information, seek direction and plan work. Some writing is required for position

Computer/Technology Skills Required:
Licenses, Certifications and Other Requirements:
None required

Physical Demands:
• Work is often performed in a typical office environment requiring:
• Sitting in a normal seated position for extended periods of time
• Reaching by extending hand(s) or arm(s) in any direction
• Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
• Communication skills using the spoken word
• Vision sufficient to see within normal parameters
• Hearing sufficient to hear within normal range
• No or very limited physical effort
• No or very limited exposure to physical risk

The employee must occasionally lift and/or move up to 10 pounds.

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 a disability to perform the essential functions.

Additional Requirements for the Job:
None required

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.