

NCOD Front Desk/Dispatch Student Assistant Positions

Front Desk/Dispatch Support Assistant

Student Assistant II: (HR Salary Schedule: \$15.00 – \$22.00; NCOD Hiring Min: 16.00)

Classification - Jobs assigned to Level II work under general supervision. This means that definite work objectives are set for the employee but methods of performing the tasks are frequently left to the judgment of the employee with occasional instruction or advice provided by the supervisor. The frequency of review by the supervisor depends on the difficulty and complexity of the assignment or on the impact or result of the work performed. While the supervisor is again responsible for the general assignment of work, less control may be exercised over the flow for work and instructions given may be more general in nature. The employee is responsible for the results of the work. Jobs assigned to this level usually require some previous experience, education, or specialized skill.

Description of Duties - Assist Operations unit with dispatching assignments; Greet and assist visitors, answer telephone calls, resolve and/or refer issues as needed; Conduct computerized information processing tasks such as electronic mail processing, data entry and retrieval, and other special requests and duties as assigned; Perform general clerical tasks such as word processing, typing, filing, and duplicating; Other duties as assigned by supervisor.