

Clerical Staff Job Description

The CUSTOMS Clerical staff is a part time position beginning in mid March until the end of the spring semester and will be worked around class schedules (for approximately 10-15 hours/week). The hours will average 25-29 hours per week from May 6 until the beginning of August. You will be given CUSTOMS shirts to wear and will be provided with lunch on CUSTOMS dates. Following is a list of work expectations and qualifications required for the position of Clerical Staff Member:

Minimum 2.7 GPA and in good standing with the university

Excellent Communication Skills

- Answer the phones, speak with students and family members and answer questions they may have in a pleasant manner
- Work with MTSU staff to assist in finding answers to questions and finding information concerning admissions and other areas of the university
- Work with people that come in to the office with inquiries and to register for CUSTOMS
- Resolve conflicts with students and parents regarding CUSTOMS

Organizational and Clerical Skills

- Implement all mail outs, intake of mail and correspondence concerning CUSTOMS
- Organize and assign CUSTOMS participants for each session
- Organize and maintain all CUSTOMS paperwork
- Keep accurate accounts of money taken in
- Keep personal information and money secure
- Operate credit card machine
- Use MTSU's computer system and other applicable databases
- Communicate progress with administrative office

Interpersonal Skills and Traits

- Operate under sometimes stressful situations
- Work well with other clerical staff members in a small work area
- Use confidentiality with student records
- Be flexible and have a positive attitude