



POSITION DESCRIPTION

TITLE: Calling Campaign Information Clerk **CATEGORY:** Classified
FLSA STATUS: Non-Exempt **GRADE:** B

JOB SUMMARY: Provide basic clerical assistance and telephone services for El Paso Community College (EPCC) by providing outreach and telephone assistance to students, potential students, and the public regarding college programs and services.

In-person work on campus is an essential function of this position.

ESSENTIAL FUNCTIONS:	YEARLY PERCENT OF TIME
1. Conduct outreach calls and manage incoming calls from students or potential students, and provide follow-up information when needed.	25%
2. Provide information assistance to the public, students, and potential students regarding programs, departments, services, deadlines, dates, schedules, events, information on available grants, and application links. Provide students with tools and resources to connect them to the appropriate department or program, such as admissions, registration, and the business office.	25%
3. Access information from various websites and databases in order to respond appropriately to inquiries.	20%
4. Provide general information regarding admissions, registration, tuition, deadlines, campus, and programs using printed and electronic reference materials and emails.	20%
5. Maintain call log spreadsheets.	5%
6. Perform other related duties as assigned.	5%

SUPERVISORY RESPONSIBILITIES: None

BUDGET RESPONSIBILITY: None

ESSENTIAL QUALIFICATIONS:

EDUCATION: One (1) year of College.

EXPERIENCE: One (1) year of related experience.

SPECIAL CONDITIONS:

1. This is a security-sensitive position as defined under the Texas Education Code, Section 51.215; the successful applicant will be required to undergo a criminal background check, as permitted and/or required by applicable law, and in accordance with the College's policies and procedures.

SPECIAL SKILLS AND ABILITIES:

1. **Skills/Abilities:**
 - Excellent customer service and telephone etiquette skills;
 - Critical thinking skills;
 - Good computer skills;
 - Basic knowledge of office practices and procedures;
 - Knowledge of available resources;
 - Effective oral and written communication skills;
2. **Equipment Used:** Personal computer and a variety of equipment associated with a general office environment.
3. **Software Used:** A variety of word processing, spreadsheet database, email, and presentation software in addition to.

PHYSICAL REQUIREMENTS:

The physical demands described here represent those that an employee must meet to perform the essential functions of this job successfully.

While performing the duties of this job, the employee is regularly required to sit; use hands to handle or feel and talk or hear. Specific vision abilities required by this job include close vision and the ability to adjust focus.

INTERPERSONAL SKILLS:

Alternative or combined skills in understanding, counseling, or influencing people are important in achieving job objectives, causing action, understanding others, or changing behavior, skills of persuasiveness or assertiveness, as well as sensitivity to the point of view of others.

WORKING CONDITIONS:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually quiet to moderate.

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PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands and work environment factors described below are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	X			
Walk	X			
Sit				X
Use hands to finger, handle or feel				X
Reach with hands and arms	X			
Climb or balance	X			
Stoop, kneel, crouch, or crawl	X			
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds	X			
Up to 25 pounds	X			
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions(non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme hot (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements	
Close vision (clear vision at 20 inches or less)	X
Distance vision (Clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	

The intent of this job description is to provide a representative and level of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Employee may be directed to perform job-related tasks other than those specifically present in this description.

I certify that I have received a copy of this job description. I have read and understand the duties and responsibilities of this position.

X _____
Employee Signature *Date*