



Office Assistant – Position Description

Title of Position:	Office Assistant
General Supervisor(s):	UTC Professional Staff
Report To:	Crystal Richards, UTC Coordinator
Estimated Hours:	Approximately 20 hours a week <i>(dependent upon availability & funding)</i>

Office Assistants (OAs) in the University Testing Center (UTC) must possess a clear understanding of the Centers' mission, services and programs. Although the office staff handles a wide array of duties, their duties all revolve around the core of UTC: providing testing and academic support to the student population of UCF as well as members of the community. It is essential for the staff to be polite, knowledgeable and professional at all times. The OA position is a critical person on the UTC team as they may be the front line of the Center on a daily basis. OA's are expected to help uphold the high reputation of UTC on UCF's campus.

Responsibilities

- **Office/Clerical Tasks:**
 - Greet students, staff, and visitors and provide answers to questions
 - Answer telephone, take messages, check voicemail, and forward calls when appropriate
 - Assist with daily office operations (*copying, filing, shredding, restocking supplies, preparing scratch paper and other exam materials, etc.*)
 - Respond to emails and other communication in a timely manner
 - Assist with providing office support for the UTC reception desk
 - Complete daily office closure procedures, including straightening the office area, shutting down computers, turning off lights, and locking doors
- **Maintenance of the Office & Test Rooms:**
 - Refill paper in the multi-function machine and printers on a weekly basis, or as needed
 - Clean and tidy all reception areas (including the hallway) on a weekly basis, or as needed
 - Maintenance the test rooms every Friday afternoon
- **Test Proctoring**
 - Administer and proctor exams in accordance with guidelines and requirements established by UTC and the test agencies
- **Outreach and Programming:**
 - Represent UTC at outreach programming events to promote MPT and testing services (Welcome Week, Welcome Expo, and Orientation)
 - Develop and update marketing and promotional materials for UTC ensuring all items meet UCF branding standards (bulletin boards, flyers, etc.); maintain the UTC Promotional Item Request form
 - Assist with the updating and maintaining the UTC & MPT websites via Word Press
- **Reports and Special Projects**
 - Assist professional staff with reports and special projects
- **Other Duties as Assigned**
 - Assist with other duties as assigned



Expectations

- Become knowledgeable about UTC staff functions, services and programs
- Maintain scheduled office hours with regular attendance and punctuality
- Communicate information to staff, visitors, and callers in a professional and courteous manner
- Participate in all required trainings and team meetings
- Submit accurate timesheets of actual hours worked
- Work effectively both independently and as part of a team
- Maintain respectable character
- Think critically and find solutions to problems
- Keep personally identifiable information safe and secure

Qualifications

- Good interpersonal communication skills and ease in relating to people from diverse backgrounds
- Strong organizational skills and attention to detail
- Commitment to the mission of UTC and UCF, accompanied by a desire to help students and community members succeed academically and/or professionally
- Demonstrate initiative and a willingness to learn new skills and grow as a professional student staff member
- Current enrollment as a UCF student with a minimum of 6 credit hours per semester
- Minimum UCF GPA of a 2.5 to apply for the position. Once hired, the OA must remain in good academic standing with the university. Poor academic performance may lead to reduction in hours, temporary leave or release from duties

Purpose of Student Employment

- Assist UTC in meeting the needs of the University
- Provide opportunities for academic, administrative, and business-related job experience that will enhance a student's ability to achieve career goals
- Obtain additional income to help with costs associated with college

Note: The job duties and responsibilities of the Office Assistant vary greatly and may or may not be related to the student's field of study.