

POSITION ANNOUNCEMENT

JOB TITLE:	FRONT OFFICE ASSISTANT
TYPE OF VACANCY:	CONTRACTUAL
REPORTS TO:	VICE PRESIDENT, INSTITUTIONAL ADVANCEMENT
DEPARTMENT:	OFFICE OF INSTITUTIONAL ADVANCEMENT

SUMMARY: The Front Office Assistant provides front desk and clerical assistance in the Office of the Vice President, Institutional Advancement. He/she will address visitors, phone calls, mail - both email and otherwise and forward on to the relevant units under the Vice President. The Front Office Assistant will work collaboratively with the Assistants in the different units under the Vice President, which include the Office of the A.V.P., Advancement, Office of University Relations and Communications, Alumni Affairs Office and the Development Office to carry out the mandate of the Office of Institutional Advancement.

DUTIES & RESPONSIBILITIES: The position of Front Office Assistant, is required to perform a variety of tasks including but not limited to the following:

- Receive, screen and direct visitors to the appropriate area and take messages in the office;
- To respond and direct inquiries by telephone to the relevant departments within the Division in a timely manner;
- To respond and direct all inquiries relating to the Office of the Vice President to the Executive Assistant;
- To maintain a professional appearance at all times;
- To inform and follow-up with the relevant departments on all maintenance issues required within the Division;
- To provide general typing of assigned material;
- To ensure proper filing, sorting and distribution of all incoming and external mails for the Division;
- To distribute all daily mails and newspaper publications to the relevant departments;
- To ensure that all incoming student flyers are distributed to the relevant departments for review and approval for stamping;
- To fill-in and provide support to the Vice President and the Assistant Vice President, as needed, when their Assistants are not in office;
- To assist the Division on occasional evenings and weekends for special events;
- Assist in maintaining filing and records management systems along with other office procedures;
- Type correspondence and other materials;
- Receive and send fax information;

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- Liaise with the Office of Information Technology on computer and telephone service and repairs and the Physical Plant Department, when necessary;
- To assist with any other duties as may be called upon.

QUALIFICATIONS & EDUCATION REQUIREMENTS

The Front Office Assistant should have a pleasant and friendly personality with:

- At minimum, an Office Assistant's Certificate, OR an approved equivalent as for CSS-1, AND five (5) years relevant work experience or an Associate Degree in relevant area.

KNOWLEDGE, SKILLS & ABILITIES

- Ability to follow verbal and written instructions;
- Computer literate, able to access and use Microsoft Word, if necessary;
- Strong interpersonal and communication skills;
- Ability to multi-task;
- Strong customer service skills;
- Strong communication skills;
- Pays careful attention to detail;
- A team player.

To ensure full consideration, interested candidates should submit the following items via email to the address given below with the subject *FRONT OFFICE ASSISTANT*:

- A cover letter of interest highlighting work experience and accomplishments relevant to the position;
- Current Curriculum Vitae/Résumé;
- Copies of Qualifications and Certificates;
- At least three (3) written, professional references.

Submit all electronically to: Email: hrapply@ub.edu.bs
 Subject: **Front Office Assistant**
 Attention: **Vice President, Human Resources**

SALARY GRADE:	CONTRACTUAL
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Date Published	January 8, 2020
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Application End Date	January 22, 2020
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Date to be Removed	January 23, 2020
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The above statements are intended to describe the general nature and level of work to be performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the Front Office Assistant.