POSITION SUMMARY:
Under general supervision, this student position performs basic receptionist and clerical
duties for the Office of Diversity and Inclusion. Responsibilities include all areas directly
related to the quality of the operation of the office including a strong commitment to
customer service, respecting confidentiality of information, basic filing, organizing and
clerical duties. Duties include, but not limited to, maintaining the cleanliness of the office,
security, visitor records, answering emails, typing, filing, copying, mailing, tracking and
organizing information, running errands, entering data, assisting with set-up and tear-
down of events and programming, ongoing monitoring of activity within the office during
hours of operation, picking up and distributing promotional signage and other duties as
assigned and necessary.

RESPONSIBILITIES:
1.0 Performs basic receptionist duties and provides excellent customer service for the
   Office of Diversity and Inclusion
   a. Greets and assists visitors to the office in a professional manner
   b. Maintains visitor records and encourages to sign-in via electronic database
   c. Maintains a cheerful attitude and demonstrates an eagerness to serve visitors to the
      office
   d. Knowledgeable of current and upcoming programs and events in order to answer
      visitor questions or inquiries
   e. Answers the telephone in a professional manner; assists callers and/or routes calls
to the appropriate person/department
   f. Schedule appointments for appropriate staff member via Microsoft Office Outlook
   g. Provides correct information and high quality service to visitors and callers; seeks
      assistance from department staff to achieve this goal
   h. Maintain cleanliness to the office including workspace
   i. Knowledgeable of technical troubleshooting, such as computer usage, printer usage
      and other technology not listed

2.0 Performs clerical duties for the Office of Diversity and Inclusion
   a. Types various documents and enters data
   b. Prints, copies and files a variety of documents
   c. Collects and distributes office mail; assist with mass mailings
   d. Assist in managing inventory of office supplies and giveaways; notifies staff to place
      orders to replenish stock
   e. Performs other duties as assigned and necessary

3.0 Responsibilities to Professional Staff Members
   a. Work with professional staff members in completing tasks as assigned

4.0 Performs other duties as assigned and necessary
   a. Assists with loaning of Office of Diversity and Inclusion equipment to Multicultural
      Student Mentoring Program students and Ambassadors for Diversity and Inclusion
   b. Performs monetary transactions for the office
   c. Ensures Office of Diversity and Inclusion equipment is in working condition; assists
      with equipment inventory
   d. Picking up and distribute promotional signage to specified campus departments,
kiosks, etc.
e. Maintain front desk coverage at majority times; ensuring security and visitor records are functioning
f. Maintain cleanliness of the kitchenette

REQUIRED QUALIFICATIONS

1.0 Education
a. High school diploma or equivalent required
b. WSU cumulative GPA of 2.5 or higher

2.0 Federal Work-Study
a. Federal Work-Study is preferred, but not required for this position.

3.0 Scheduling
a. Must be able to work during office hours of operation
b. Availability must be Monday through Friday

4.0 Qualifications
a. Excellent oral and accurate written communication skills
b. Provide attention to detail
c. Ability to work independently and without close supervision
d. Willingness and ability to work an established schedule
e. Dependable
f. Knowledge of basic computer skills
g. Strong interpersonal communication skills; ability to communicate effectively in one on one and group settings

5.0 Physical
a. Requires sustained seeing, hearing and sitting
b. Requires occasional carrying, feeling/touching, handling, holding, pulling, pushing, standing, stooping, bending and walking
c. Must be able to occasionally lift or carry up to 50 lbs

6.0 Other Qualifications
a. Ability to understand and articulate issues of multiculturalism, cross-cultural communication, racism, sexism, heterosexism, homophobia, classism, ableism, religious oppression, etc.
b. Stay up to date on current events and the effects on the populations the ODI serve
c. Comfortable working with diverse and underrepresented populations
d. Demonstrated ability to effectively manage time and multiple projects
e. Proven experience working cooperatively as part of a team
f. Position requires an individual who can work collaboratively with students, faculty, staff and the wider community which the university serves
g. Comfortable with public speaking
h. Strong interpersonal relations skills; ability to communicate effectively in one on one and group settings
APPLICATION INFORMATION
- Complete applications include the following
  o Office of Diversity and Inclusion Employment Application
  o Resume
  o Copy of Class Schedule
- Contact: Quang Nguyen, Communications and Marketing Specialist, Office of Diversity and Inclusion
  o Office: (316) 978-3034
  o Email: diversity@wichita.edu