



**INSTRUCTIONAL SERVICES ASSISTANT – Guest Services Support – 30hrs**

**PART-TIME VACANCY**

**GENERAL DESCRIPTION:** This position is responsible for providing on-site guest services support for events and activities in the Beatrice E. Doser Building, primarily, and other campus facilities. Working closely with the Dean of Community Services & Continuing Education, this position coordinates day-to-day operations regarding facilities rental services on the College's main campus in Sidney. Support of operations may result in a modified work schedule and periodic professional development/training. Travel to off-campus sites may be required.

**DUTIES:**

- 1 Meet and greet facility customers (facility renters, nonprofit organizations, faculty, staff, student groups, and guests), and assist them with their needs.
  - a) Provide advice and judgment regarding venue capabilities and available resources for each event.
  - b) Schedule rentals and reservations and communicate information to appropriate departments/personnel.
- 2 Act as a liaison between the customer and appropriate college support services/personnel (i.e. Food Services, Technology, Maintenance, Security, Recreation Program Coordinator, Campus Security, etc.).
  - a) Coordinate with technology support services to ensure that in-house systems, audio visual equipment and lighting levels are set correctly and functioning properly.
  - b) Coordinate training for presenters and organizations with technology support services regarding the use of equipment.
- 3 Ensure that the equipment and physical set-up meet the requirements of the event and the lessee's contractual agreement.
- 4 Provide assistance to ensure that the event is as successful as possible while enforcing facility and college policies and procedures.
- 5 Regularly update campus personnel of rentals and reservations as needed.
- 6 Develop, maintain, and coordinate appropriate guest services support systems to ensure the efficient and effective operation of facilities rentals.
- 7 Assist in the scheduling and conflict resolution of credit and non-credit classes.
- 8 Perform the following administrative staff support and clerical duties as assigned:
  - a) Apply appropriate software applications to job assignments, e.g., word processing, spreadsheet, database, scheduling, and communications.
  - b) Perform electronic and traditional document production, reproduction, distribution, filing, storage, and retrieval.
  - c) Apply appropriate communications skills and tools (telephone, fax, e-mail) to support guest services operations.
  - d) Provide support assistance necessary to carry out surveys, studies, reports, and other related planning activities.
  - e) Attend associated meetings as directed by Dean of Community Services and Continuing Education; take and publish minutes.
- 9 Initiate and maintain appropriate financial records.
- 10 Handle and respect confidential information.
- 11 Train and supervise monitors or work-study students as assigned.
- 12 Maintain a positive work environment.
- 13 Perform other related duties as assigned.

**QUALIFICATIONS:**

1. Associate's degree or two years' related work experience.
2. Demonstrated excellence in organization/general office skills.
3. Basic ability to operate audio visual and teaching station equipment or the aptitude to learn quickly.
4. Basic accounting knowledge and ability to maintain accurate and timely financial records.
5. Demonstrated ability to work independently, solve problems and make appropriate decisions.
6. Proficient in written and oral communication skills.
7. Demonstrated ability to work well with diverse clients including students, college staff, business and industry personnel, non-credit educational and recreation personnel, and the general public.
8. Demonstrated knowledge/skill in using a variety of computer software applications including Microsoft Windows and Office, primarily Microsoft Word, Microsoft Access, Microsoft Excel, and Microsoft Outlook.
9. Ability to maintain strict confidentiality.
10. Familiarity with and commitment to the philosophy and mission of a comprehensive community college.
11. Demonstrated ability to work productively in a team environment as well as independently.
12. Demonstrated accuracy and attention to detail.
13. Dependable and punctual work history.
14. Ability to multi-task.
15. Ability to lift up to 40 pounds.

**ADMINISTRATIVE SUPERVISOR:**

Dean of Community Services and Continuing Education

**REMUNERATION:**

Commensurate with the Support Staff Master Agreement

**APPLICATION DEADLINE:**

October 1, 2008

**START DATE:**

October 20, 2008 or as soon as possible

**METHOD OF APPLICATION:**

**Submit an MCC application form, cover letter, detailed resume, copies of post secondary transcripts and three letters of reference to:**

Anne Hertz-McCoy, Personnel & Benefits Manager  
Montcalm Community College  
2800 College Drive S.W.  
Sidney, MI 48885

*Montcalm Community College is an EEO/AA Employer in compliance with Title IX and Section 504 of the Rehabilitation Act of 1973. It is the policy of Montcalm Community that no person shall, on the basis of sex, race, religion, color, national origin, age, or solely by reason of handicap, be excluded from participation in, be denied the benefits of, or be subjected to discrimination in any of its programs, activities, or employment.*