

**UNIVERSITY OF SOUTHERN CALIFORNIA**

**Front Desk Assistant (ITS)**

**Job Code: 111005**

---

**OT Eligible:** Yes

**Comp Approval:** 10/25/2019

---

**JOB SUMMARY:**

Plays a key Information Technology Services (ITS) role, performing various administrative and clerical tasks. Personifies ITS culture and values through day-to-day activities, including greeting students, customers, and employees, answering phone calls, and distributing mail and documents.

**JOB ACCOUNTABILITIES:**

**\*E/M/NA % TIME**

- |       |       |   |
|-------|-------|---|
| _____ | _____ | Professionally greets ITS office visitors (e.g., clients, students, senior university leaders). Exhibits courteous and helpful behavior in all interactions, aiding the cultivation of a positive, inclusive, and transparent ITS culture and environment. Actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service).   |
| _____ | _____ | Answers phones, directs calls to appropriate offices, and accurately documents and distributes messages. Oversees incoming mail sorting and distribution, and prepares outgoing mail (e.g., packages, overnight deliveries).  |
| _____ | _____ | Maintains a neat, clean, and organized front desk, and ensures generally tidiness in the lobby, break stations, conference rooms, and related public areas. Monitors inventory of supplies and office equipment (e.g., projector, USB drives). As determined and/or requested, regularly orders office supplies, and recommends and/or performs equipment repairs or replacements.  |
| _____ | _____ | Assists the alignment of all office activities with existing ITS and university policies, processes and procedures. Identifies priorities and presents solutions, advocating from the point-of-view of various stakeholders interacted with at the front desk. Supports implementation of department programs and/or initiatives, and assists colleagues in related offices with university and community engagement efforts, as requested. |
- Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

**\*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.**

**EMERGENCY RESPONSE/RECOVERY:**

Essential:  No

Yes In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

Bachelor's degree

Combined experience/education as substitute for minimum education

**Minimum Experience:**

2 years

**Minimum Field of Expertise:**

Two years' experience in administrative support. Excellent written and verbal communication skills, with heightened attention to detail and accuracy. Experience in customer service and excellent interpersonal skills, able to establish and maintain effective relationships with diverse groups of ITS staff and university stakeholders, maintaining a high degree of confidentiality. Proficient in Microsoft Office, specifically Outlook, Excel, Word and PowerPoint. Experience using, cataloguing, and maintaining office equipment. Demonstrated time-management skills, with the ability to multi-task between various immediate needs and long-term objectives.

**Preferred Education:**

Bachelor's degree

**Preferred Experience:**

4 years

**Preferred Field of Expertise:**

Four years' related administrative experience in IT, higher education, government, or similar complex organizations requiring discretion and sound judgment. Institutional and intuitional knowledge of the USC community. Proven ability to thrive in fast-paced environments, with high tolerance for ambiguity and complexity. Written and oral fluency in Spanish and/or other foreign languages. Demonstrated experience with office management communication software/tools (e.g., Google suite, Slack, Skype). Experience in social media management.

**SIGNATURES:**

**Employee:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor:** \_\_\_\_\_ **Date:** \_\_\_\_\_

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

The University of Southern California is an Equal Opportunity Employer