



**Campus Attendant**  
Office  
**Level 1**

*Last Reviewed: November 5, 2014*

**Position Summary**

The Campus Attendant is responsible for attending to basic program and facility needs as well as for making students, staff and the public feel welcome in the college buildings. The Campus Attendant is primarily scheduled in the afternoons and evenings; however, some occasional weekend work may occur.

**Duties**

**Facilities**

- Open and close the campus facility as required for evening and weekend programming.
- Prepare rooms for scheduled classes.
- Maintain the security of the equipment and the facility.

**Customer Service**

- Provide reception for the campus including general phone and in-person inquiries, taking and relaying messages, and referring to the appropriate persons.
- Ensure that water, coffee, tea, etc., is available as required.
- Respond to basic inquiries from the general public.
- Maintain a professional image and courteous demeanor with all internal and external customers; including students, employees, management and general public.
- Provide support and assistance to the Campus staff as required.
- Invigilate examinations for students as required.

**Technology Support**

- Set up and ensure audio-visual equipment is functioning properly.
- Implement procedures to troubleshoot equipment malfunctions.
- Demonstrate the proper use of equipment to students as needed to facilitate class usage; for example, the use of telephones, volume controls, record and stop functions.

**Administrative Support**

- Collect, organize and maintain accurate registration and exam invigilation records as required by the college and our partnering institutions.
- Basic data entry.
- Photocopying and preparing mail outs, as required.

It is noted that the duties and responsibilities outlined above are representative, not all-inclusive.

**Knowledge, Skills and Abilities**

Candidates should be able to demonstrate:

- Excellent interpersonal and communication skills.
- Excellent customer service skills.
- Ability to work cooperatively with college staff, clients, external agencies, and the general public.
- Sound knowledge of and the ability to operate audio-visual and communications equipment, such as TV's, VCR's, projectors, etc.
- Willingness to learn the operations and functions of other technologies/equipment as required.
- Ability to troubleshoot equipment malfunctions.

- Computer knowledge, keyboarding skills and the ability to use Microsoft Word, including working knowledge of email programs.
- Sound knowledge of and ability to operate general office equipment (photocopiers, fax machines, telephone systems, etc).
- Ability to work independently.
- Demonstrated initiative.
- Strong organizational skills.

### **Education and Experience**

- Completion of a Grade 12 diploma or academic equivalent.
- Minimum of one-year experience in a customer service position.
- Related work experience in operating audio-visual equipment is an asset.