



USC University of
Southern California

Front Desk Assistant Job Description

JOB INFORMATION

Job Code:	111005
Job Title:	Front Desk Assistant
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	Administrative/Clerical Support
Job Family Group:	Administration
Management Level:	7 Individual Contributor

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 QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

X Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		2 years	administrative support
	X	4 years	related administrative experience in IT, higher education, government, or similar complex organizations

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Excellent written and verbal communication skills, with heightened attention to detail and accuracy.
X		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.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Proficient in Microsoft Office (e.g., Outlook, Excel, Word, PowerPoint).
X		Experience using, cataloguing, and maintaining office equipment.
X		Demonstrated time-management skills, with the ability to multi-task between various immediate needs and long-term objectives.
	X	Discretion and sound judgment.
	X	Institutional and intuitional knowledge of the USC community.
	X	Proven ability to thrive in fast-paced environments, with high tolerance for ambiguity and complexity.
	X	Written and oral fluency in Spanish and/or other foreign languages.
	X	Demonstrated experience with office management communication software/tools (e.g., Google suite, Slack, Skype).
	X	Experience in social media management.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
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.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
Campus Security Authority (CSA)			Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

 Print Employee Name

 Signature

 Date

 Print Manager Name

 Signature

 Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.