

JOB DESCRIPTION

Job Title:	Information Services Assistant	Hours:	15-20 hours/week
Department:	Administration	Hourly Rate:	\$9.00/hour
Supervisor:	Administrative Coordinator	Financial Aid Eligible?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Job Description:

The Information Services Assistant will be the first point of contact at VIU. The duties include offering administrative support across the organization as well. This position will welcome guests and greet people who visit the University as well as coordinate front desk activities, including distributing correspondence and redirecting phone calls.

Responsibilities:

- Greet and welcome guests as soon as they arrive in the lobby area
- Direct visitors to the appropriate person or office
- Answer, screen, and forward incoming phone calls
- Ensure reception and waiting areas are tidy and presentable, with all necessary marketing material
- Provide basic and accurate information in-person and via phone/e-mail
- Receive and log daily mail/deliveries and coordinate distribution with Facilities department
- Maintain building security by following safety procedures and controlling access via the front desk (monitor logbook, issue visitor badges)
- Stock front desk supplies and keep forms and marketing materials in stock
- Maintain a call log for all incoming calls
- Distribute documents for pickup
- Conduct daily walkthroughs of campus facilities and perform light housekeeping duties, as needed
- Perform other administrative duties, as requested

Job Qualifications:

- Work experience as a Receptionist, Administrative Assistant, or Customer Service Representative preferred
- Proficiency in Microsoft Office
- Hands-on experience with office equipment (e.g., fax machines, printers, and copiers)
- Professional attitude and appearance
- Solid written and verbal communication skills
- Ability to be resourceful and proactive when issues arise
- Excellent organizational skills
- Multitasking and time management skills, with the ability to prioritize tasks
- Customer service attitude
- **This role may require working in shifts, so flexibility is a must**