SUMMARY:
This position is primarily responsible for answering all incoming phone calls on the PBX system during business hours as well as working as a University cashier, distributing University mail in appropriate mail slots, disbursing petty cash, and giving information/directions to individuals regarding campus events. This position will disburse AP and payroll checks held for pick up, and will mail any payroll checks not picked up. All departmental purchases for IT will be given to the Generalist to process requisitions for purchase.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
Core duties and responsibilities include the following. Other duties may be assigned.

Maintains a working knowledge of the university’s telephone system: must be familiar in all phases of the phone system.

Answers incoming calls and route to destination: take accurate messages, route alternate extensions.

Maintains a working knowledge of university personnel, departments and their functions by keeping current on new staff members and their positions/titles.

Maintains knowledge of university events, programs, etc. This includes data, time, location, special instructions, etc.

Maintains general knowledge of campus-wide communication system by keeping a current list of extensions and inform personnel of any changes.

Assists and properly direct the public seeking information about the university while maintaining confidentiality where appropriate.

Trains relief operators on the phone system as required and advise supervisor of all needs for assistance in this area.

Advises telephone coordinator/IT of any trouble with trunk lines and report any telephone problems immediately to supervisor.

Process cash and check deposits for all non-student, non-patient, and non-Institutional Advancement related University business using the Cashiering module in CX.
Distribute mail to Information Technology, Human Resources, Accounting, and Auxiliary Services daily.

Disburse petty cash daily.

Disburse payroll and A/P checks to employees held for pick up.

Assist Executive Director of both IT and Accounting and other A&F Leadership team members as directed.

Completes all other duties as assigned.

OTHER RESPONSIBILITIES:
In addition to the job responsibilities described above, all employees of Southern California University of Health Sciences are responsible for the following essential job functions:

- Getting along with co-workers
- Cooperating with co-workers
- Responding politely and professionally to customers/students/candidates
- Working as a team member
- Being able to think quickly and act appropriately in emergency situations
- Functioning under intense time pressure
- Working extra hours as required
- Willing to take on tasks of increasing responsibility
- Continuing to perform well under pressure

SUPERVISORY RESPONSIBILITIES:
This job has no supervisory responsibilities.

COMPETENCIES:
To perform the job successfully, an individual should demonstrate the following competencies:

- Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar;Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative
approaches and ideas; Presents ideas and information in a manner that gets others' attention.

QUALIFICATIONS:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:
Bachelor’s degree or one to three years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:
Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS:
Ability to add and subtract two digit numbers and to multiply and divide with 10’s and 100’s. Ability to perform these operations using of American money and weight measurement, volume, and distance.

REASONING ABILITY:
Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

COMPUTER SKILLS:
To perform this job successfully, an individual should have knowledge of Accounting software; Contact Management systems; Database software; Spreadsheet software and Word Processing software.

OTHER QUALIFICATIONS:
- EDUCATION: College
- ABILITIES: Clear and pleasant speaking voice; Out-going Personality; Ability to multi-task.
- Ability to work quickly and efficiently while remaining professional.

PHYSICAL DEMANDS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk; stoop, kneel, crouch.

The employee must occasionally lift and/or move up to 10 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.