Definition of Class
This is a non-supervisory position in which the incumbent greets visitors and answers inquiries; types and mails correspondence; and fax documents. The incumbent maintains a multi-line calling system. The incumbent is responsible for maintaining and transmitting accurate information for a large department or division.

Examples of Work Performed
Handles daily multi-line calling system in the absence of support staff; screens calls for proper referrals.

Provides accurate information to the University, Chancellor’s Office, and the general public; knowledgeable of events and happenings of the University.

Maintains a log of who is in or out of the office.

Assists and trains support staff and student workers to relieve her/him from the required responsibilities and/or duties.

Prepares forms for reimbursement.

Routes correspondence to the appropriate staff member.

Monitors and transmits fax documents for the department or division as required.

Performs typing, filing, and mailing duties as needed.

Maintains various logs to include travel and mailing.

Assists staff with large mail outs.

Orders materials for the department or division as required.

Operates a computer in response to inquiries from callers as needed.

Performs similar or related duties as assigned or required.

Essential Functions
These essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring Department.

1. Handles a multi-line calling system.

2. Maintains and transmits accurate information.
3. Greets visitors and answers general inquiries.
4. Assists and trains support staff and student workers for relief duties.
5. Performs general clerical duties.

**Minimum Qualifications**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to The University of Mississippi's Department of Human Resources in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

**Physical Requirements:** These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

- **Physical Exertion:** The incumbent may be required to lift up to approximately 25 pounds.
- **Vision:** Requirements of this job include close vision.
- **Speaking/Hearing:** Ability to give and receive information through speaking and listening.
- **Motor Coordination:** While performing the duties of this job, the incumbent is frequently required to sit; and talk and hear. The incumbent is occasionally required to stand; walk; reach with hands and arms; and stoop, kneel, crouch or bend.

**Experience/Educational Requirements:**

- **Education:** High School Diploma or equivalent (GED).

**Interview Requirements**

Any candidate who is called for an interview must notify the Department of Human Resources in writing of any reasonable accommodation needed prior to the date of the interview.

Rev. 04/01/2015