

Unit Clerical Senior (US4031) ***Office Associate, Fiscal Services***

Job Overview:

The Senior Unit Clerk will complete the clerical tasks assigned by the Fiscal Services Manager. They will provide accurate, friendly quality service to customers/clients as well as providing expertise, working knowledge and administrative functions to the Facilities Management department. This person will also implement marketing strategies through social media accounts and digital platforms. The general responsibilities of the position include those listed below, but Sodexo may identify other responsibilities of the position.

Primary Duties and Responsibilities

- Maintains a positive partnership with clients by promoting communication as to satisfaction of services via online social platforms
- Coordinates strategically with Department Manager to develop original content and suggest creative ways to attract more customers and promote our department via social and digital outlets
- Strives to increase web traffic and customer engagement metrics aligned with broader marketing strategies
- Stays up-to-date with changes in all social platforms ensuring maximum effectiveness
- Reports on online reviews and feedback from customers
- Trains co-workers to use social media in a cohesive and beneficial way
- Works closely with team members to utilize available platforms to enhance their operations
- Serves as a senior unit clerk performing more advanced non-routine varied clerical duties in accordance with standard procedures
- Performs administrative tasks such as photocopying, compiling records, filing and posting information
- Utilizes the Microsoft Office Suite to compose letters, prepare forms, run reports, perform statistical analysis, create presentations and schedule appointments
- Conducts research when necessary
- Provides other office team members with assistance in keying in work orders, assisting the work control stations, answering phones, etc. as needed to meet deadlines and encouraging team spirit
- Operates various office machines
- Complies with all company safety and risk management policies and procedures
- Reports all accidents and injuries in a timely manner
- Participates in regular safety meetings, safety training and hazard assessments
- Attends training programs (classroom and virtual) as designated
- Maintains excellent communication/customer service with both internal and external campus community by answering questions, disseminating or explaining information and addressing complaints to ensure client satisfaction
- Communicates bi-laterally with and provides support to management staff, supervisors, and all other DFM team members to ensure that services are provided in an efficient and timely manner
- Performs related duties as assigned

Knowledge and Skills Essential for Success

- Ability to grasp future trends in digital technologies and act proactively
- Knowledge of principles and processes for providing customer and personal services to include needs assessment, meeting quality standards for services and evaluation of customer satisfaction
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology

- Active Listening Skills by giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
- Ability to answer and direct phone calls in a friendly, helpful & professional manner
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- Ability to monitor and assess performance of yourself and to make improvements or take corrective action
- Ability to talk to others and convey information effectively
- Ability to be able to handle multiple tasks
- Ability to manage one's own time
- Being reliable, responsible, dependable and able to fulfill obligations
- Maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations
- Remaining organized, being careful about detail and thorough in completing work tasks
- Requires a willingness to take on responsibilities and challenges
- Possess basic computer skills, familiar with web/internet navigation, and willingness to learn and utilize new technology-based products as applicable
- Adhere to all Sodexo policies and regulations

Physical Requirements/Working Conditions:

- Ability to sit for prolonged period of times
- Requires repetitive movement
- Requires working indoors in environmentally controlled conditions
- Job tasks are performed in close physical proximity to other people

Minimum Training/Experience Required

- Bachelor's Degree preferred and/or 3 or more years of related experience
- Expertise in multiple social media platforms.

Employee signature below constitutes employee's understanding of the responsibilities, qualifications, requirements and working conditions of the position.

Employee _____ **Date** _____
(Employee's Name)

Manager _____ **Date** _____