



**Louisiana's**  
Community & Technical Colleges  
*Changing Lives, Creating Futures*

## **Coordinator of Outreach and Reception**

The Coordinator of Outreach and Reception handles both outreach duties and duties related to supervising the reception area of the LCTCS Board Office. In addition, the incumbent and his/her staff of student interns assist the other LCTCS departments on a variety of tasks. The incumbent reports directly to the Coordinator of Career Technical and Adult Education and works independently or with broad supervision.

### **Duties and Responsibilities include but are not limited to:**

- Serve as the primary Receptionist for the LCTCS Board of Supervisors Office. Assure that the reception desk is manned during core hours of operation from 8:00 a.m. to 5:00 p.m.
- Oversee the day-to-day operations and manage the workflow of the Board Office's reception area. Maintain an organized and professional reception/lobby area.
- Serve as lead worker of student employees. Provide training, mentoring and day-to-day oversight of student interns assigned to front desk area.
- Prepares work schedules of subordinate staff to assure coverage of reception area at all times.
- Independently responds to requests for information in the form of correspondence, reports or telephone requests based on knowledge of LCTCS, Board Office policies and procedures.
- Maintains and updates the front desk manual ensuring compliance with LCTCS policies and procedures. Assesses the importance of issues that may occur at the reception operations area and briefs supervisor.
- Provide administrative and clerical support to office personnel who do not have a dedicated assistant.
- Distribution of incoming mail and process of incoming mail and UPS and FedEx packages.
- Assist with program compliance reviews and provide analysis of compiled technical and financial reports attained from the statewide databases.
- Support the maintenance of statewide databases, and prepare related reports, memos, letters using word processing spreadsheet and/or other presentation software such as Microsoft Office, Excel, or other programs.
- Coordinate, prepare and organize documents for professional development meetings and conferences, as needed.

- Assist with development and distribution of marketing and outreach materials.
- Perform other duties as assigned

**Minimum Qualification Requirements:**

A baccalaureate degree

Or,

Associate degree in business administration or related field plus two years' experience in customer service or in an office setting.

Or, five years of experience in an office setting.

**Required Knowledge, Skills and Abilities:**

- Strong interpersonal skills
- Excellent written and oral communication, and facilitation skills
- Ability to work independently
- Attention to detail
- Ability to multi-task and coordinate activities to ensure timely delivery of work product
- Proficient in the use of office software including Microsoft Word, Excel, PowerPoint, and Outlook
- Ability to lead, supervise and train team members
- Ability to maintain the highest standard of integrity and observe confidentiality
- Ability to establish and maintain good working relationships with coworkers, system office staff, vendors and others in order to meet work goals
- Must be able to work in a fast-paced environment with demonstrated ability to manage competing demands and able to deal with frequent change, delays, and unexpected events

**Compensation:**

Compensation will be commensurate with education and work experience. For more information about the Louisiana Community and Technical College System, visit [www.lctcs.edu](http://www.lctcs.edu)

**Additional Requirements:**

A valid Louisiana Driver's License  
Proof of motor vehicle insurance

**In accordance with LCTCS Policy #6:036, a criminal history check will be conducted on all new hires. LCTCS participates in the federal E-Verify system for identification and employment eligibility purposes.**

**Application Instructions:**

Applicants for this position should submit:

- 1) a cover letter
- 2) resume (to include date(s) of employment and date(s) educational degrees obtained)
- 3) the names and contact information of three work-related references to:

Human Resources Specialist  
Louisiana Community and Technical College System  
265 S. Foster Drive  
Baton Rouge, LA 70806

or via email to [employment@lctcs.edu](mailto:employment@lctcs.edu)

Applications will be accepted until position is filled.

For more information about the Louisiana Community and Technical College System, visit [www.lctcs.edu](http://www.lctcs.edu). LCTCS is in partnership with Louisiana Economic Development FastStart and Louisiana Job Connection.