

GORDON COLLEGE

Position Description

Title: Help Desk & Access Control Coordinator

Function: Under the supervision of the Director of Client Services, the Help Desk & Access Services Coordinator provides front-line support to the Gordon Community by managing, scheduling, documenting, and coordinating functions at the CTS Help Desk. A primary responsibility is the administration of campus door access and ID cards, along with overseeing the scheduling of checkout equipment, service coverage, and supervising student help desk workers.

Description of Duties and Tasks:

Essential Responsibilities:

1. Customer Service & Front Desk Support

- Greets and assists with walk-in, phone, and email requests in a professional and friendly manner.
- Document and route requests within the CTS ticketing system (Footprints), ensuring accurate logging, follow-up, and resolution tracking.
- Provide general information to students, faculty, and staff regarding CTS services, policies, and procedures.

2. Access Control & ID Card Administration

- Provisions new and replacement ID cards with appropriate door access levels, as designated by Gordon Police.
- Manage updates to access levels for academic, residential, event, and utility spaces.
- Partner with Physical Plant to coordinate service calls for door access hardware issues.
- Maintain accurate records of access permissions and changes.

3. Scheduling & Coordination

- Maintain help desk coverage schedules, ensuring open hours are adequately staffed.
- Assist with scheduling and tracking of CTS checkout equipment and A/V resources.
- Support coordination of printer point-of-sale services and related administrative processes.
- Help train, schedule, and oversee student workers to ensure consistent customer service.

4. Operational Support

- Resolve or route help desk service requests to appropriate technology groups.

- Serve as a liaison between CTS and other departments for requests involving scheduling, access, or service coverage.
- Function as college operator (in conjunction with Public Safety) by routing incoming calls to the appropriate individuals and departments.

Additional Responsibilities:

- Acquire and maintain a working knowledge of CTS-supported systems to assist with basic request handling, routing, and communication.
- Collaborate with the Barrington Center for the Arts to manage scheduling and tracking of A/V rental equipment.
- Assist CTS leadership with reports, data entry, software/hardware procurement and other clerical tasks to support departmental operations.

Required Knowledge, Skills and Abilities:

- Ability to help new Gordon employees and visitors feel welcome.
- Ability to spend time mentoring, praying with, or encouraging student workers, either formally or informally.
- Strong interpersonal and communication skills, with the ability to provide clear and courteous service and be helpful in all interactions with students.
- Excellent organizational and administrative skills, including scheduling, recordkeeping, and task coordination.
- The ability to learn and maintain working knowledge of campus access systems, scheduling tools, and CTS ticketing systems.
- Comfort and accuracy while working in a fast-paced, and at times noisy, environment with frequent interruptions.
- The ability to multitask efficiently and effectively.
- Flexibility and willingness to work some extended or adjusted hours to ensure Help Desk coverage during all open hours.

Position Code: CTS-HDSK-3

Grade: 4

FLSA Status: Non-exempt

In our Christ-centered community, faculty and staff affirm the [College's Statement of Faith](#) as an expression of their own theological convictions and agree to work within [Gordon's community standards](#) in order to model these commitments for our students' formation. Gordon College faculty and staff support the College's commitment to the [Shalom Statement](#), which includes our desire to treat all individuals as equal image-bearers of God through justice, equity, diversity, and inclusion.