Job Description

Job Title: MBC Emissary  
Department: Hosted Services  
Reports to: Hosted Services Manager  
FLSA Status: Non-Exempt  
Original Date: April 2011  
Revised Date: March 2014  
Review Date: August 2012  
Approved By: Joel Heinrichs

SUMMARY: The MBC Emissary is an entry-level position in the Hosted Services department, with responsibilities of troubleshooting and supporting My Big Campus on a variety of issues. This document details many of the required duties and responsibilities necessary for this position.

ESSENTIAL DUTIES AND RESPONSIBILITIES: The following are the essential functions of the position. The list is not exhaustive, and may be supplemented as necessary.

- Monitor and reply to Bob’s Wall postings.
- Monitor and reply to emails sent to Support.
- Monitor and escalate appropriately Suspicious Activity.
- Complete self-paced training as assigned
- MBC related project work as assigned.
- Performs other related duties as assigned.

JOB SPECIFICATIONS: The following are the knowledge, skills, and/or abilities preferred or required to perform this job.

EDUCATION and/or EXPERIENCE
- Basic computer and internet skills required.
- Experience with social networking sites.

SKILLS, ABILITIES, KEY BEHAVIORS:
- Ability to communicate effectively, both orally and in writing, with all levels of staff.
- Ability to communicate effectively in an online environment.
- Excellent customer service skills.
- Ability to work flexible hours including nights, weekends, and holidays.
- Ability to function effectively in a fast-paced, team environment.

WORKING CONDITIONS AND PHYSICAL DEMANDS: Reasonable accommodations are possible to enable people with disabilities to perform the essential responsibilities.

- Emissaries are likely to encounter profanity and other offensive content in the course of their work.
- Ability to lift objects that are 50 pounds or less.
- Physical demands typical of an office environment including sitting, stooping/kneeling, reaching, handling, speaking, hearing and seeing.
- The noise level in the working environment usually quiet to moderate.