

COLLEGE RECEPTIONIST

DEFINITION

Under general supervision, performs campus receptionist duties which involve dealing with the public, both in person and over the telephone; performs a variety of basic office support work; performs related duties as required or assigned.

CLASS CHARACTERISTICS

This is an experienced office support class in which the emphasis is on contact with the public in person and over the telephone. The incumbent with some developed office skills and experience serves as the initial contact person for College offices, including providing a variety of factual information regarding course schedules and College procedures. This class is distinguished from the Office Assistant series in that the latter perform the full range of office support duties without the degree of emphasis on contact with the public, students and the campus community.

EXAMPLES OF DUTIES (Illustrative Only)

- Acts as receptionist for the campus and directs callers to the proper office or person
- Answers the central College telephone switchboard
- Determines the nature of the call, directs the call to the proper office or person, provides information or takes messages as appropriate
- Places local, long distance and other calls for employees
- Schedules and may participate in or lead training sessions for the electronic mail-box system
- Operates a two-way radio and paging system for reaching College staff
- Records public information messages
- Answers inquiries, provides information regarding campus activities, and explains regulations and procedures
- Issues temporary parking permits
- Performs varied general office support duties
- Sorts and files materials following an established system
- Maintains a file of class schedules, telephone directories and similar materials for campus use
- Maintains a log of campus events and staff absences
- Performs related duties as required or assigned

QUALIFICATIONS

Knowledge of:

- Techniques of dealing with the public, in person and on the telephone
- Standard office practices and procedures
- Proper business English, including spelling, punctuation and grammar
- Basic business mathematics

QUALIFICATIONS (continued)

Skill in:

- Operating an electronic switchboard and related radio and paging equipment
- Dealing tactfully and effectively with staff, students, the public and College visitors
- Maintaining accurate logs and files
- Operating standard office equipment including typewriter and copier
- Understanding and carrying out written and oral instructions
- Performing detailed clerical work accurately
- Typing with sufficient speed and accuracy to complete forms and prepare basic correspondence and records

Other Requirements:

- Must possess learning and manipulation skill sufficient to operate a multi-line, electronic telephone system

Education and Experience:

A typical way of gaining the knowledge and skills outlined above is:

Equivalent to graduation from high school and one year of office assistant or clerical work experience. Some experience in explaining regulations and procedures to the public is desirable.

Established: July 1, 1991