Job Title: Receptionist

Job Code: 60825

**JOB SUMMARY**

The Receptionist is responsible for greeting internal and external customers in person or on the telephone.

**MAJOR DUTIES**

- Operates a multi-line telephone console and two-way radio system in order to relay incoming and outgoing calls;
- Greets persons entering establishment;
- Provides information or directs calls/visits to appropriate office or individual;
- Operates office machines and computers for the purpose of filing, copying, entering data, maintaining logs, etc.;
- Provides clerical support such as typing, filing, ordering supplies, data entry and sorting mail;
- Receives payments and prepares deposits;
- Assists with coordination of special events on campus, i.e., graduation activities and registration activities.

**COMPETENCIES**

- Knowledge of phone system operation
- Knowledge of facility activities
- Ability to demonstrate proper phone technique
- Skill in the operation of computers and job-related software programs
- Oral and written communication skills
- Skill in interpersonal relations and in dealing with the public
- Decision making and problem solving skills

**MINIMUM QUALIFICATIONS**

High school diploma or equivalent

**PREFERRED QUALIFICATIONS**

Preferred qualifications may vary from location to location.