



JOB INFORMATION

Job Code	DA12
Job Description Title	Receptionist
Pay Grade	AS04
Range Minimum	\$31,920
33rd %	\$35,640
Range Midpoint	\$37,510
67th %	\$39,370
Range Maximum	\$43,090
Exemption Status	Non-Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	10/18/2018

JOB FAMILY AND FUNCTION

Job Family:	Administration & Operational Support
Job Function:	Administrative Operations

JOB SUMMARY

Acts as the first point of contact and receptionist for an office or department, delivering high quality customer service. Greets visitors in person or via telephone and assists in providing and gathering information, materials, or routing visitors to correct personnel.

RESPONSIBILITIES

- Serves as the office receptionist by greeting all visitors including university employees, students, vendors, and others in a positive, enthusiastic, and approachable manner ensuring all visitors feel welcomed. Asks how visitors can be assisted providing and gathering information, materials, or routing visitors to the correct personnel. Stays abreast of situations in regards to security purposes, when necessary alerts appropriate personnel to respond to incidents.
- Answers a multi-line telephone greeting all callers positively. Assists in answering questions, providing factual information, taking messages, or routing calls according to office procedures utilizing organizational familiarity and necessary discretion.
- Exercises discretion in the performance of the assigned duties by remaining knowledgeable about departmental policies, procedures, operations, and occurrences adapting quickly to change when necessary. Prioritizes multiple demands in a fast paced environment while delivering exemplary customer service to visitors. Notifies supervisor of non-routine incidents or matters of importance.
- Maintains accurate information and documents relating to the functions of the office either by performing basic records maintenance of alphabetical, chronological, and/or numerical files or by performing basic data entry of information into an established database. Ensures that a proper supply of office documents and forms are available at all times for visitors.
- Maintains the appearance of the office which may include, but is not limited to, straightening chairs and tables, watering plants, arranging displayed items, turning on and off lights, etc.
- Performs a variety of clerical duties, which may include (but not limited to): typing and correspondence, filing and recordkeeping, preparation of forms or flyers, maintaining calendars and scheduling, distributing mail and coordinating outgoing mailings, and ordering supplies and reviewing inventory.
- Contributes to the overall success of the office by performing other related duties and responsibilities as assigned.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.
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MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience
High School	High School Diploma or equivalent	And	3 years of	Experience as a receptionist or in a customer service role.

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

The ability to develop knowledge of, respect for, and skills to engage with those of other cultures or backgrounds is required.

Ability to operate photocopier or other standard office machines, perform routine alpha-numeric filing tasks, and perform basic recordkeeping and tabulation tasks.

Ability to maintain positive interpersonal relationships

Ability to prioritize multiple demands in a fast paced work environment while delivering exemplary customer service

Ability to communicate effectively verbally and written.

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Desired
None Required.			

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category: Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting	X					
Climbing		X				
Stooping/ Kneeling/ Crouching		X				
Reaching				X		
Talking					X	
Hearing					X	
Repetitive Motions					X	
Eye/Hand/Foot Coordination					X	

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise		X			
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Vision Requirements:

Ability to see information in print and/or electronically.