

Title	Front Desk Receptionist
Department	Campus Operations
Reports to	Campus President
General Purpose	The purpose of the Front Desk Receptionist is to perform reception duties and some light administrative duties for the campus.
Essential Job Duties & Responsibilities	<ol style="list-style-type: none"> 1. Greet all visitors and students; direct visitors/customers to appropriate areas. 2. Opening and preparing campus for new day's business as assigned. 3. Answer main reception phone and navigate calls to proper department/employee. 4. Administrative projects such as making copies, faxing, some assembly of admissions folders as needed...etc. 5. Schedule appointments for admissions and other staff departments using Microsoft Outlook calendar. 6. Use Outlook email for staff communication daily. 7. Use Microsoft Word regularly for call and email templates, modify and edit as needed. 8. Maintain general cleanliness and outward appearance of the front desk lobby and kitchen/break areas. 9. Police main lobby to ensure new visitor experience is professional and friendly. 10. Making outbound appointment reminder, registration, and payment calls using Microsoft Excel for tracking and reports on call lists. 11. I-20 document distribution and collection including filing and tracking. 12. Receive and sort mail. 13. Contact vendor services as needed for copiers, vending machines, etc. 14. Assist admissions coordinator with special projects and tasks as assigned. Assignments generally use Microsoft Word, Excel or Access. 15. Assist with preparations for staff or corporate meetings including document preparations, lunch orders, etc.
Supervisory	This position has no supervisory responsibilities.
Education and/or Experience	High school diploma or general education degree (GED); and at least 2 years experience in office/administrative role; or equivalent combination of education and experience.
Language Skills	Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, students, and other employees of the organization.
Mathematical Skills	Ability to add, subtracts, multiply, and divides in all units of measure, using whole numbers, common fractions, and decimals.
Reasoning Skills	Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
Equipment/Computer Skills	Incumbent must be able to use the following equipment and software packages with proficiency:

	<ul style="list-style-type: none"> • Microsoft Office Suite • Basic internet usage
Certificates	None.
Behavioral Competencies	<ul style="list-style-type: none"> • Detail Orientation - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance. • Verbal Communications - Speaks clearly & persuasively; Listens well; responds appropriately; Personable; Demonstrates presentation skills. • Initiative - Self-starting; Creative; Motivated; Searches for new, improved methods and procedures. Requests additional responsibility. • Problem Solving - Identifies and resolves problems in a timely manner; Develops alternative solutions; Works well in group problem solving situations. • Multi-tasking - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works and learns quickly. • Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan. • Customer Service - Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments. • Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others. • Organized - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Monitors own work to ensure quality. • Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments. • Judgment - Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions. • Ethics - Treats people with respect; Works with integrity and ethically; upholds organizational values.
Physical Demands	<p>While performing the duties of this Job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; talk and hear. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The employee must be able to circulate a room and stand for 3 hours at a time. For specific classes, employees may need to climb or balance; stoop, kneel, crouch, or crawl; lift and/or move up to 40 pounds.</p>

Work Environment	The noise level in the work environment is usually moderate.
------------------	--

Signature of Hiring Manager or HR Representative

Signature

SAMPLE