

TITLE: <u>Receptionist</u>	SALARY SCHEDULE: <u>Staff</u>	CLASS CODE: <u>SA416</u>
UNION: <u>Staff Association – Local 2071, U.A.W.</u>	SALARY GRADE: <u>1</u>	EEO CODE: <u>40</u>
	FLSA: <u>Non-Exempt</u>	E-CLASS: <u>SA</u>

POSITION PURPOSE

Provide routine clerical support answering incoming calls and greeting all visitors by determining their needs and directing them to the proper person or source. Perform standardized work routines utilizing basic office equipment and machines.

ESSENTIAL JOB FUNCTIONS

- Serve as primary telephone attendant answering incoming calls. Greet all visitors, determine their needs and direct them to the proper person and/or office. Provide routine information regarding department functions and procedures.
- Receive, sort and distribute all incoming campus mail. Receive all outgoing mail and sort for delivery and postage. Handle express shipments including postage and packaging for Federal Express, United Parcel Services (UPS), etc.
- Perform routine typing of general office correspondence and standard University forms and paperwork (IRB, SPA, etc.) following established and well defined procedures. Data enter departmental records and maintain hard copy file system; copy and collate general correspondence and reports pertaining to department information. Update records and files as needed.
- Maintain equipment inventory; order office supplies and materials as needed. Make room reservations and meeting arrangements; order audio-visual equipment; contact and arrange catering services if necessary.
- Provide functional work direction of assigned tasks to student or temporary support personnel. Assign and monitor work activities. Train in appropriate methods and procedures.
- Perform related work as assigned.

ADDITIONAL COMMENTS

This classification is designed to serve as primary telephone attendant or receiver of callers at the entrance to an office in an assigned area. This classification necessitates a familiarization with standardized work routines in order to perform an activity or activities specific in objective and content. Work activities demand the ability to communicate effectively in order to provide information and guidance to others. This classification serves as an information source requiring the incumbent to provide accurate and prompt information. Work activities require the ability to operate standard office equipment. Functional work direction may be provided to student or temporary support personnel. This classification is generally located in a front office area having heavy walk-in traffic and telephone calls for a School, College, Division or Center/Institute of the University. This classification reports to and receives work direction from either a work leader, a professional administrator or a management level position.

MINIMUM QUALIFICATIONS

- High school graduate or an equivalent combination of education and/or experience.
- Ability to communicate effectively when relaying messages; good grammatical construction.
- Some knowledge of standard office equipment preferred.
- Light typing skills with emphasis on accuracy.
- Ability to follow oral and/or written instructions.
- Typically, incumbents have worked in an office setting, providing clerical support.