



Job Title: Receptionist

Exemption Status/Test: Non-Exempt

Reports to: Executive Director of Communications
and Public Relations

Date Revised: October 6, 2017

Dept. /School: Communications and Public Relations

Primary Purpose:

Answer the phone in a pleasant and professional manner, directing calls to appropriate individuals. Open the front door using the RAPTOR system to screen patrons while greeting individuals in a courteous manner, then directing them to appropriate individuals.

Qualifications:

Education/Certification:

High school diploma or GED

Experience:

Multiline phone system

Data entry

Answer phones in a professional manner

Microsoft Office, including Excel

Special Knowledge/Skills:

Ability to understand written and verbal communication as is necessary

Knowledge of phone system

Knowledge of Outlook and Microsoft Office

Ability to handle confidential information

Major Responsibilities and Duties:

1. Answer multiline phone system, directing calls to appropriate individuals.
2. Operate RAPTOR system for screening patrons.
3. Remain in reception area to assist with anyone coming in front door, directing them to appropriate individuals as needed.
4. Assist human resources supervisor in routing clerical duties.
5. Perform other duties as assigned.

Supervisory Responsibilities:

None.

Mental Demands/Physical Demands/Environmental Factors

Tools/Equipment Used: Standard high volume copier/scanner and multi-line phone system

Posture: Frequent kneeling/squatting, bending/stooping, pushing/pulling, and twisting

Motion: Prolonged data entry; grasping/squeezing to sort for filing

Lifting: Occasional moderate lifting (15-30 pounds)

Environment: Work inside in a high volume, fast paced office environment; frequent multi-tasking

Mental Demands: Work with frequent interruptions; maintain emotional control under stress

This document describes the general purpose and responsibilities assigned to this job and is not an exhaustive list of all responsible and duties that may be assigned or skills that may be required.