

Seward County Community College
Structured Compensation - Job Description
Receptionist

Data Year: 2017

Prepared On: 11/14/2017

Department:	Finance And Operations	Grade:	6
Reports To:	VP of Finance and Operations	Classification:	Non-Exempt
Supervises Direct:	0	Supervises Indirect:	0
Approved By:	D Sander	Effective Date:	11/10/2016
		Revised Date:	11/10/2016

Role:

The Receptionist is the first point of contact for incoming visitors, both "walk-in" and by telephone. Therefore the first impression of this school often comes from the person in this position. Consequently a key purpose of the position is to create a professional and caring impression of the college to the public. Position also processes all incoming and outgoing mail including all packages for third-party shippers, e.g., UPS, FedEx, etc.

Essential Functions & Responsibilities:

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|---|-----|---|
| E | 50% | Answer all incoming telephone calls as well as answer questions from students and other at the information desk. |
| E | 35% | Sort all incoming mail and all outgoing mail, including mail to off-campus sites. Schedule/prepare outgoing packages, e.g. FedEx, UPS, etc. |
| E | 5% | Maintains bulk mail, business reply, and postage due accounts at the U.S. Post Office. Verify balances with Post Office. |
| N | 7% | Keep updated notebook of articles in newspaper: clip articles and put in three ring binder in order by date. |
| N | 2% | Field and solve all problems with campus-wide vending machines. |
| N | 1% | Perform Notary Public duties for the college. |

Performance Measurements:

1. Greet all visitors in a courteous, friendly, timely, and professional manner.
2. Announce each visitor before directing to the asked-for party.
3. Answer the telephone in an accurate, courteous, friendly, and professional manner.
4. Answer all phone calls within three (3) rings.
5. Direct all phone calls to the appropriate person with the minimum of transfers.
6. Meter all outgoing mail correctly, based upon U.S. Postal Services rates per weight.
7. Update changes that may occur within the Post Office that requires changes to the college's business reply envelopes, bar coding, etc.
8. Maintain a professional appearance and demeanor for greeting visitors.

Knowledge and Skills:

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Experience	Six months to five years of similar or related experience.
Education	A high school education or GED.
Interpersonal Skills	Courtesy, tact, and diplomacy are essential elements of the job. Work involves much personal contact with others inside and/or outside the college for purposes of giving or obtaining information, building relationships, or soliciting cooperation.
Other Skills	<p>Knowledge:</p> <p>Customer and personal services including customer needs assessment Electronic equipment and computer hardware and software applications Administrative and clerical procedures such as word processing, managing files and records, and other office procedures and terminology</p> <p>Skills in:</p> <p>Talking to others to convey information effectively Providing assistance and information, and involves contacts with people beyond immediate associates that requires problem solving discussion Actively looking for way to help people Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and interrupting at inappropriate times Understanding written sentences and paragraphs related to postal regulations, supply catalogs, and equipment instructions</p> <p>Abilities:</p> <p>Listening to and understanding information and ideas presented through spoke words and sentences Communicating information and ideas in writing or speaking so others will understand Observing details at close range to determine if something is wrong or may likely go wrong Speaking clearly so others can understand Using information in a professional or confidential manner Using available equipment and resources responsibly on a daily bases or to solve equipment problems</p>
Physical Requirements	<p>Physical requirements are based on an 8 hour work day and may vary slightly.</p> <p>Sitting for a period of 1 hour at one time with a total of 3 hours Standing for a period of 1 hours at one time with a total of 3 hours Walking for a period of 1 hour at one time with a total of 2 hour Lifting up to 5 lbs. frequently and up to 10 lbs. occasionally Carrying up to 5 lbs. frequently and up to 10 lbs. occasionally Repetitive Action: use of right and left hand for simple grasping and fine manipulation Bending and reaching above shoulder level occasionally</p>
Work Environment	Typical office environment.

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Disclaimer:

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee, and at no time does the job description constitute a contract. The college may exercise its employment-at-will rights at any time.

This Job Description is not a complete statement of all duties and responsibilities comprising the position.

Printed Employee Name

Date

Employee Signature