



Receptionist

Job Code: 7065

Salary Grade: S04

FLSA Status: Non-Exempt

The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.

Duties and Responsibilities

Initial point of contact for a department or area providing first-line assistance to walk-in visitors and callers. Provides standard office duties, back-up support and data entry.

- Serves as primary front desk receptionist.
- Answers multi-line phone and directs callers to appropriate personnel.
- Greets visitors, assists with questions and directions, or directs to appropriate personnel for additional assistance.
- Performs standard office duties, to include but not limited to filing, faxing, typing, copying, scanning, sorting and distributing mail.
- Maintains appointment calendars and keeps track of scheduled events.
- Assists with general office support duties and special projects.
- Performs various duties as needed to successfully fulfill the function of the position.

Minimum Qualifications

Education:

Required: High School Diploma or GED.

Experience:

Required: 12 months office, clerical or receptionist experience.

Certifications or Licenses:

- None

Verification of education and licensure (if applicable) will be required if selected for hire.

Knowledge, Skills, and Abilities

- Working knowledge of Microsoft Office Suite (Word and Outlook)
- Detail oriented for accuracy of data and information
- Ability to communicate verbally and in writing
- Ability to build rapport with guests, students, faculty and staff
- General office skills such as multi-line phone, copying, filing, faxing, and distributing mail
- Excellent customer service skills
- Ability to handle difficult situations in a calm and professional manner

Working Conditions

Physical:

Sit for prolonged periods. Communicate effectively and listens. Engage in repetitive motion. Use of computer and telephone.

Environmental:

Standard office environment. Exposed to infectious diseases.

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