
Auburn University Job Description

Job Title:	Receptionist	Job Family:	No Family
Job Code:	DA12	Grade 28:	\$22,300 - \$37,200
FLSA status:	Non-exempt		

Job Summary

Acts as the first point of contact and receptionist for an office or department, delivering high quality customer service. Greets visitors in person or via telephone and assists in providing and gathering information, materials, or routing visitors to correct personnel.

Essential Functions

1. Serves as the office receptionist by greeting all visitors including university employees, students, vendors, and others in a positive, enthusiastic, and approachable manner ensuring all visitors feel welcomed. Asks how visitors can be assisted providing and gathering information, materials, or routing visitors to the correct personnel. Stays abreast of situations in regards to security purposes, when necessary alerts appropriate personnel to respond to incidents.
2. Answers a multi-line telephone greeting all callers positively. Assists in answering questions, providing factual information, taking messages, or routing calls according to office procedures utilizing organizational familiarity and necessary discretion.
3. Exercises discretion in the performance of the assigned duties by remaining knowledgeable about departmental policies, procedures, operations, and occurrences adapting quickly to change when necessary. Prioritizes multiple demands in a fast paced environment while delivering exemplary customer service to visitors. Notifies supervisor of non-routine incidents or matters of importance.
4. Maintains accurate information and documents relating to the functions of the office either by performing basic records maintenance of alphabetical, chronological, and/or numerical files or by performing basic data entry of information into an established database. Ensures that a proper supply of office documents and forms are available at all times for visitors.
5. Maintains the appearance of the office which may include, but is not limited to, straightening chairs and tables, watering plants, arranging displayed items, turning on and off lights, etc.
6. Performs a variety of clerical duties, which may include (but not limited to): typing and correspondence, filing and recordkeeping, preparation of forms or flyers, maintaining calendars and scheduling, distributing mail and coordinating outgoing mailings, and ordering supplies and reviewing inventory.
7. Contributes to the overall success of the office by performing other related duties and responsibilities as assigned.

Supervisory Responsibility

May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the similar to the above with the knowledge, skills, and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	High School	High School Diploma or equivalent
Experience (yrs.)	3	Experience as a receptionist or in a customer service role.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

The ability to develop knowledge of, respect for, and skills to engage with those of other cultures or backgrounds is required. Ability to operate photocopier or other standard office machines, perform routine alpha-numeric filing tasks, and perform basic recordkeeping and tabulation tasks.

Ability to maintain positive interpersonal relationships; ability to prioritize multiple demands in a fast paced work environment while delivering exemplary customer service; ability to communicate effectively verbally and written.

Certification or Licensure Requirements

None Required.

Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires sitting, reaching, talking, hearing, handling objects with hands,

Job occasionally requires standing, walking, and lifting up to 25 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 10/18/2018
