

Roanoke Higher Education Center

Position Description

Job Title: Front Desk Receptionist (Part-Time)
FLSA Status: Non-Exempt
Date: February 2018
Department: Administration
Supervisor: Executive Assistant

SUMMARY

Primary responsibility for handling inquiries and issues that arise at the Center's reception desk, assisting students, clients, members and visitors and making referrals to other Center staff as appropriate. Inquiries may also require appropriate referrals to member institutions and agencies as well as to organizations and individuals external to the Center.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Responsible for greeting and directing Center guests.
- Responsible for accurately responding to inquiries about the Center (in person, over the telephone and in writing), its members, and member programs.
- Monitor RHEC live chat system and assist site visitors. Forward inquiries to other parties for further assistance when necessary.
- Distribute mail for RHEC staff, enter checks received each day and email information to the Finance Department
- Distribute student parking permits, maintain file system, and enter information in MS Access. Verify students are signed up for RHEC Alert System
- Distribute monthly parking passes to RHEC staff.
- Maintain vending machine refund log. Call for service when necessary.
- Contact Security, as needed, of suspicious circumstances.
- Provides administrative support including distribution of Center mail, parking validation and routine maintenance of office equipment.
- Assists the Event Coordinator with set up of day rentals and events, as well as troubleshoot A/V issues.
- Sign for packages and distribute to RHEC staff or contact recipient.
- Monitor RHEC email account (info@education.edu) and voice mail.
- Monitor radio communication between security and facility services.
- Process approved invoices for facility services.
- Works as a "team player" with all RHEC staff to meet the expectations of the students, members, and the community.
- Maintain a safe and secure work environment through knowledge and application of building security, safety rules, and procedures.

- Works effectively with all co-workers, students, members, and other customers by showing respect for individual diversity.

SUPERVISORY RESPONSIBILITIES

- None

JOB KNOWLEDGE, SKILLS AND ABILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/ or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- A professional appearance and telephone manner is essential.
- Basic computer skills including word processing, data entry, and Internet searching.
- Must be able to communicate verbally and in writing in the English language.
- Effective interaction with students, faculty, staff, and other patrons.
- Strong customer service skills.
- Ability to work independently with limited supervision.

EDUCATION AND/ OR EXPERIENCE

- High School Diploma or GED required.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is routinely required to reach with hands and arms. The employee frequently is required to sit; use hands to finger, handle or feel; and talk and hear. The employee is occasionally required to stand, walk, stoop, kneel, crouch or crawl. The employee must occasionally lift and / or move up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.

Supervisor's Signature

Date

Approved by Kay Dunkley
Executive Director

Date

My signature below acknowledges that I have reviewed and discussed with my supervisor the duties and responsibilities outlined in this document. I further acknowledge that these duties and responsibilities will be used as a basis upon which my work performance will be evaluated.

Employee's Signature

Date: