

Roanoke Higher Education Center

Position Description

Job Title: Daytime - Front Desk Receptionist (Part-Time)
FLSA Status: Non-Exempt
Date: November 2025
Department: Administration
Supervisor: Director of Finance and Administration

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.
- Record member inquiries on a tickler log.
- Distribute student parking permits, maintain file system, and enter information in MS Access. Verify students are signed up for RHEC Alert System.
- Provide details to students and guests regarding parking options.
- 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.
- Contact Security personnel of suspicious circumstances as needed.
- Provides administrative support including distribution of Center mail and routine maintenance of office equipment.
- Manage access to Lactation Room and maintain a log of students, staff, members and visitors who utilize it.
- Assists the Academic Program Assistant with set up of day rentals and events, as well as troubleshoot A/V issues.
- Assists the Academic Program Assistant and Development Officer with mailings pertaining to large events and programs.
- Assists Finance with mailing vendor checks by verifying signatures and processing postage.
- Receive maintenance requests from housekeeping and enter requests via email to "[maintenance request@education.edu](mailto:maintenance.request@education.edu)".

- Sign for packages and distribute to RHEC staff or designated recipient.
- Monitor RHEC email account (info@education.edu) and voice mail.
- Monitor radio communication between security and facility services.
- Work 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.
- Work effectively with all co-workers, students, members, and other customers by showing respect for individual diversity.

SUPERVISORY RESPONSIBILITIES

- None

JOB KNOWLEDGE, SKILLS AND ABILITIES

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 these functions.

- Knowledge of basic computer skills including word processing, data entry, and Internet searching.
- Ability to communicate verbally and in writing in the English language.
- Ability to effectively interact with students, faculty, staff, and other patrons.
- Demonstrate strong customer service skills.
- Ability to work independently with limited supervision.

EDUCATION AND/ OR EXPERIENCE

- High School Diploma or GED required.
- Previous customer service experience, preferably as a receptionist or in a similar role

A professional appearance and telephone manner must be maintained at all times.

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: