

San Joaquin Valley College
Job Description

Job Title: Receptionist
Department: Admissions
Report To: Enrollment Services Director
Classification: Full-time, Non-exempt

Summary: The Receptionist is responsible to perform administrative and customer services for visitors, inquiries, applicants, students, and faculty and staff members.

Essential Duties and Responsibilities:

- Receiving all incoming calls in a professional and efficient manner
- Documenting and transferring inquiry calls to Admissions Advisors
- Taking complete and accurate messages for those unavailable for calls
- Greeting and assisting all visitors, applicants, vendors, students, faculty and staff members in a professional manner
- Informing the appropriate employee of visitors, applicants and students arrival and/or need to see him or her
- Insuring applications are filled out by applicants
- Insuring inquiry logs are neat and legible, all inquiry slips and applications are received and in order for data entry
- Insuring all out-going mail is stamped and ready for pick up prior to the arrival of the mail carrier and insuring interoffice mail from other campuses is distributed upon receipt
- Logging PELL and all other checks as they are received
- Data entry
- Filing
- Ensures timely response to corporate requests and directives
- Performs other duties as assigned

Supervisory Responsibilities: This job has no supervisory responsibilities.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service – Manages difficult or emotional visitor, student or employee situations; responds promptly to visitor, student or employee needs; responds to requests for service and assistance; meets commitments.

Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive and negative situations; listens and gets clarification; responds well to questions.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.

Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and assist with group commitments to goals and objectives; supports everyone's efforts to succeed.

Diversity – Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Ethics – Treats people with respect; inspires the trust of others; works with integrity and ethically.

Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security – Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

Adaptability – Adapts to changes in work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent.

Dependability – Follows instructions, responds to management direction; takes responsibility for own actions; commits to long hours of work when necessary to reach goals.

Qualifications: 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.

Education and/or Experience – High school diploma or general education degree (GED) and two years related experience.

Language Skills – Ability to read and comprehend simple instructions, short correspondence, and memos; ability to write simple correspondence; ability to effectively present information in one-on-one situations to visitors, students and employees.

Reasoning Ability – Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions; ability to deal with problems involving few concrete variables in standardized situations.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, Access and Outlook.

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 regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee is frequently required to stand and walk. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 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.

The noise level in the work environment is usually moderate.