

JOB DESCRIPTION



Position Title: Receptionist – Welcome Center

Department: Community Engagement

Employment Category: Non-Exempt Staff

Primary Location: Douglas Campus

FLSA Classification: Non-Exempt

Remote Work Eligible: No

Parameters: 40 Hours/Week; 12 Months/Year **Pay Grade:** NE02

Position Summary: The Welcome Center Receptionist is responsible for serving as the receptionist for the Welcome Center on the Douglas Campus, for providing excellent customer service in a helpful and cheerful manner, and for providing accurate information to visitors as a first point of contact for the campus.

Essential Functions: As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

Duties and Responsibilities: Within the scope of college policies and procedures, this position

Provides exceptional customer service and promotes positive public relations to students, employees, and the public; greets visitors and gives direction as required

Responds to routine requests for information regarding college programs and events and refers complex requests to appropriate staff and faculty members

Serves as a source of information for campus visitors, being knowledgeable of college and campus activities, events, and locations

Assists with the switchboard system, including answering and directing calls in a professional and courteous manner; ensures callers receive accurate information and are appropriately directed

Provides clerical and organizational support to department staff; maintains and tracks information, performs data entry and verification, ensures data integrity, compiles periodic reports

Uses appropriate technology to compose and produce professional correspondence

Reports any issues that could be of concern to the appropriate supervisor and/or to Campus Safety office immediately

Performs other related duties as assigned

General Expectations: Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position. Represent Cochise College and building administration in a professional manner via appearance, communication, and duties.

Education and Experience Requirements:

High School diploma or equivalent

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One-year related professional work experience

Preference may be given to individuals who possess the ability to communicate in Spanish and English, verbally and in writing

An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered.

Knowledge, Skills and Abilities:

Knowledge of and ability to follow college policies and procedures

Knowledge of current technologies in word processing, presentation, and spreadsheet software, specifically Microsoft Office applications

Knowledge and ability to properly operate personal computers and standard office equipment

Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner

Ability to relate to a diverse population and to maintain composure when faced with difficult situations

Ability to organize, prioritize, and follow multiple tasks through to completion with an attention to detail

Ability to work independently while contributing to team environment

Ability to analyze problems, identify solutions and take appropriate action, resolve problems using independent judgment and decision-making processes

Ability to establish and maintain effective working relationships with supervisors, other department staff, students and the public

Ability to maintain strict confidentiality

Ability to work accurately, efficiently, and effectively with all types of data

Ability to maintain accurate office procedures

Ability to work under pressure with frequent interruptions

Work Environment: Work is primarily performed under general supervision. Incumbent generally performs work in a typical office setting with appropriate climate controls.

Physical Requirements: Essential functions of this position requires lifting, manual dexterity, and ability to communicate.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting majority of time; walking and standing are required only occasionally, and all other sedentary criteria are met

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

Reports To: Douglas Campus Dean

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.