Classification Specification: Receptionist

Classification Number: 12132
Pay Grade: 
Effective Date: April 14, 2014
Current Exemption Status: Nonexempt

Position Summary
Operates switchboard and telephone equipment to receive, transfer and transmit calls. Relays urgent messages. Updates the University telephone directory. Performs clerical duties such as distributing mail and faxes.

Essential/Primary Duties
– Answers incoming calls. Transfers callers to the appropriate person or takes and delivers messages, including urgent messages.
– Greets visitors and answers questions. Receives and distributes mail, faxes and other information or packages.
– Maintains telephone, e-mail and other informational listings.
– E-mails information to students, staff members and local businesses.
– Maintains lost and found. Notifies owners of found items, when possible.
– Performs other clerical duties as assigned.

Experience and Education

Experience
– Zero to three months related experience required

Education
– High school diploma or GED required

Physical Requirements
Office or other indoor work: with minimal physical demands such as occasionally lifting/moving materials less than 25 pounds.

Working Conditions
Work is generally performed in a well lit, temperature-controlled indoor environment with occasional exposure to the outdoors and/or any number of elements.
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Essential Competencies

— Knowledge of basic mathematical skills
— Knowledge of basic reading skills
— Ability to carry out verbal and/or written instructions
— Ability to effectively communicate, verbally and written
— Detailed-oriented and highly accurate
— Ability to work in changing environment
— Ability to work effectively in a team environment
— Ability to interact effectively with students, faculty and/or staff or the public and represent BGSU appropriately
— Ability to coordinate or lead others in accomplishing work activities
— Knowledge of computer skills, such as MS Office, presentations, spreadsheets and/or database entry/query
— Ability to query, run reports and modify data in financial systems
— Ability to access and maintain document imaging systems, including scanning and filing documents
— Ability to operate computers and peripheral equipment such as printers
— Ability to draft office correspondence

Supervisory Responsibility

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<tr>
<th>Full-Time</th>
<th>Part-Time</th>
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<tbody>
<tr>
<td>None</td>
<td>On Call</td>
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Providing Direction

<table>
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<th>Full-Time</th>
<th>Part-Time</th>
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<td>None</td>
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Responsibility for Student Workers

Provides work direction and may schedule and/or provide formal feedback.