

# 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

### Full-Time

None

### Part-Time

On Call

## Providing Direction

### Full-Time

None

### Part-Time

None

## Responsibility for Student Workers

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