



POSITION TITLE: Campus Receptionist

SUPERVISOR: President's Office Manager

DESCRIPTION: The Campus Receptionist is the "first face" of Criswell College. This person is responsible for greeting, welcoming and directing visitors, answering the main phone, and provides other support services as requested.

SCHEDULE: Monday – Friday, 8:00 am – 4:30 pm

SALARY: \$29,000

PRINCIPLE DUTIES AND RESPONSIBILITIES:

1. Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel.
2. Answers incoming telephone calls, determines purpose of calls, and forward calls to appropriate personnel or department.
3. Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable.
4. Retrieves messages from voice mail and forwards to appropriate personnel.
5. Answers general questions about the college and provides callers with address, directions, and other information.
6. Directs visitors by maintaining employee and department directories.
7. Maintains security by following procedures, and monitoring visitor access.
8. Maintains safe and clean reception area by complying with procedures, rules, and regulations.
9. Coordinates mail flow in and out of college.
10. Assist the President's Office Manager with various administrative tasks, as needed.

POSITION SPECIFICATIONS AND KEY COMPETENCIES:

1. Possesses excellent customer service skills, over the phone and in person, with all institutional constituents.
2. Displays strong communication skills.
3. Demonstrates good computer skills including knowledge of Microsoft Office Suite.
4. Exercises discretion in all confidential matters.
5. Demonstrates an excellent command of the English language.

CONTACT: Interested parties should submit a cover letter and resume to

Judy Fowler, President's Office Manager

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