



POSITION TITLE: Campus Receptionist

SUPERVISOR: Operations Coordinator & Asst. to the VP of Finance & Operations

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, overseeing incoming and outgoing mail, and provides other support services as requested.

SCHEDULE: Monday – Thursday, 8:15 am – 4:30 pm; set schedule per semester with the schedule varying during winter and summer breaks

SALARY: \$12 an hour; Non-Exempt PT up to 20 hours a week

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. Oversees receipt of incoming mail and packages and notifies appropriate personnel when mail and/or packages arrive; does not sort incoming mail.
10. Prepares and processes outgoing mail and packages upon request in accordance with established procedures.
11. Communicates outstanding messages, deliveries, and other front desk matters to the next scheduled receptionist and supervisor as appropriate.
12. Maintains reliable coverage during assigned shifts and follows procedures for scheduling conflicts and absences.
13. Performs other front desk and reception-related duties as assigned by the Operations Coordinator.
14. Demonstrates a collaborative and team-oriented attitude while referring requests for services or responsibilities outside the scope of this position to the direct supervisor for approval.

15. Maintains a professional appearance by adhering to a business casual dress code (which includes appropriate Criswell College-branded apparel).

POSITION SPECIFICATIONS and KEY COMPETENCIES:

1. Must possess excellent customer service skills, over the phone and in person, with all institutional constituents.
2. Previous computer experience including knowledge of Microsoft Office.
3. Demonstrates strong verbal and written communication skills.
4. Possesses the ability to be discreet in all confidential matters.
5. Demonstrates flexibility, reliability, punctuality, organization, and attention to detail.
6. Works independently during assigned shifts and cooperatively with other student receptionists; recognizes when matters should be referred to the supervisor.
7. Availability for the duration of the academic semester, with additional availability during winter and/or summer breaks preferred. The supervisor will make reasonable efforts to accommodate students' class schedules when determining work assignments.

CONTACT:

To apply or request additional information, please contact hnickell@criswell.edu.