Position Title: Information Desk and Administrative Support Receptionist

Status: Non-Exempt, Subject to Overtime Pay

Salary Range: $17.29-$18.67/hour

Summary of Responsibilities:

This position is a customer service position. Maintain professional and courteous demeanor, as the person in this role is the first point of contact with callers, visitors, students, faculty, staff, and trustees. Provide accurate, timely and appropriate direction or information to respond to inquiries. Monitor use of reserved visitor parking. This position reports to the Executive Assistant to the President.

Primary Responsibilities:

- Welcome and greet people, in person or on the telephone. As appropriate, ascertain their name and pertinent information to refer inquiries to the appropriate department or individual or respond to their needs. At all times, interact positively and properly respond to inquiries. Make certain all visitors provide their name, affiliation, date and time of visit and automobile license if parked in the School’s reserved visitor parking lot into the Information Desk computer station. Also verify prospective students have completed visitation protocols provided by the Enrollment team. Resolve or refer parking issues and complaints.
- Offer directions to locations within the building and on campus.
- Answer telephone lines, respond to questions about the School or refer the caller to appropriate contact. Route calls for faculty or staff as appropriate. Provide callers with voice mail message options or take and deliver accurate messages in the absence or unavailability of the requested contact.
- Maintain security by following procedures; monitoring visitor logbook; issuing visitor badges; opening and closing the building according to procedures.
- Coordinate emergency response to medical or security problems by contacting DU Security personnel or local emergency personnel (fire, ambulance) and directing them to appropriate area as needed.
- Maintain safe and clean Information Desk area.
- Sign for any packages or deliveries. Notify addressee and/or Business Office of package/delivery arrival.
- Assist with clerical duties, approved by the Executive Assistant to the President, as assigned from the Innovation Lab, the Office of Institutional Advancement, and the Office of Enrollment Management. This may include, but is not limited to, filing, typing, proofing letters, memos, and reports; preparing mailings; and researching information.
- Maintain confidentiality of staff, faculty, and students always.

Work Environment:

Work is performed at the front reception desk in a graduate school. Responsibilities are performed independently with long periods of remaining stationary.

Work is mostly performed independently, either following routine methods and standard work instructions or using tact, discretion, and problem-solving skills to best respond to issues, needs or situations
encountered. Non-routine assignments may be performed under the general direction and/or approval of the Executive Assistant to the President. Phone calls and interactions with Iliff community members and visitors result in frequent interruptions and can place multiple demands and priorities on the individual. Work is performed in a highly visible, public contact setting at the School’s front desk located in the main lobby area and in an office setting.

REQUIREMENTS:

Skills/Knowledge/Experience
- Excellent communication skills with strong working knowledge of grammar, spelling, punctuation required to perform editing work. Working knowledge of word processing.
- Ability to demonstrate consistent professionalism, organization capabilities, attention to detail and reliability.
- Works well under pressure.
- Work experience in an office environment with frequent public contact is preferred.
- Must possess excellent communication, comprehension, customer service and problem-solving skills to perform receptionist duties and interact positively and professionally with community members and visitors.
- Demonstrated ability to manage multiple telephone lines with high degree of accuracy and perform general office/secretarial assignments using standard office equipment such as a computer and telephone.
- Attention to detail and strong organizational skills required to meet multiple demands and priorities.

Education:
High School Diploma or GED and six months or more previous work experience, required.

Physical Requirements:
Ability to rapidly input data entry and operate common office equipment. Accounting work requires extended periods of time in a stationary position. Light physical activity including occasional lowering oneself, remaining stationary, traversing, and transferring lightweight materials up to 35 pounds.

Please submit a cover letter and resume to humanresources@iliff.edu. The position will remain open until filled.

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