



POSITION GUIDE

Position Title: Part-time Front Desk Receptionist

Code:

Department: Business Services

Group: NISUP, ESPA eligible zone 11

Reports to: Coordinator of Conference Services

Date: March 2015

PURPOSE OF POSITION:

To welcome and provide outstanding customer service to all visitors and guests at Lancaster-Lebanon IU 13 Offices and Conference Center in a manner that will establish a positive image for our organization and to provide support for IU13 programs.

ESSENTIAL FUNCTIONS:

All job functions are to be executed through the lens of high quality customer service. Customers are defined as both internal and external clients. Examples demonstrative of high quality service may include, but are not limited to, the following:

- ***prompt responsiveness to inquiries***
 - ***professional and courteous verbal and nonverbal communication***
 - ***proactive problem solving***
1. Greet visitors and guests upon entering the IU 13 lobby in a prompt, genuine, and professional manner. Orient guests to the facility by providing directions to restrooms, conference rooms and the event schedule.
 2. Maintain a business-like atmosphere in the lobby. Ensure that accurate and current conference center information is projected in the main lobby during hours that the center is open. Promptly remove any trash or debris that may have been left behind by visitors, guests, or employees. Periodically align chairs, tables, magazines, etc.
 3. Answer calls on the main switchboard in a prompt, professional manner and according to established IU 13 customer service standards. Transfer calls to the requested party and assist callers with finding an alternate employee in the event the requested party is absent.
 4. Become familiar with services and programs offered by IU 13, and appropriate contact information.
 5. Follow IU 13 guidelines concerning safety and security procedures and carry out responsibilities for emergency assistance.
 6. Assist attendees at conference center events. Assist with preparations for next day events in the conference center.

This is not a complete itemization of all facets of this position.

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7. Provide support for IU 13 programs with tasks and projects which can be completed at the front desk when not serving customers.
8. Check all conference rooms and restrooms after the last conference center event has ended to ensure that all attendees have left the building. Check for personal items left behind in conference rooms and ensure that podium electronics are turned off.
9. Responsible for all other assignments and duties deemed necessary and appropriate by the supervisor. Contribute to the effective team management of all problems, issues and opportunities.
10. Adheres to the established work schedule through regular and consistent attendance.
11. Staff must observe all LLIU requirements governing FERPA, HIPAA, and any LLIU policies on FERPA and/or HIPAA's policies and notices of privacy practices.

MARGINAL FUNCTIONS:

Marginal Function will vary with the specified assignment and depend on the particular unit function for which the person is responsible.

KNOWLEDGE & SKILL REQUIREMENTS:

Education & Experience: High School diploma and a minimum of one - two years successful experience in a customer service environment with outstanding attendance record.

Communication Skills:

- Good listening skills to identify needs and expectations of visitors and guests.
- Demonstrated ability to use proper grammar and diction; ability to speak Spanish a plus.

Interpersonal Skills:

- Ability to simultaneously manage multiple visitors and/or phone calls and stay calm under pressure.

Technology Skills:

- Good command of basic software programs such as Word and Excel.

Other Required Skills:

- Professional appearance and dress.
- Ability to prioritize and work on other tasks during times when customers do not need assistance.

PHYSICAL/MENTAL/ENVIRONMENT:

Physical Demands:

Activities:	Sit: 60%
	Walk/stand: 40%
Lifting:	Up to 20 lbs. - Lifting of light boxes and office material (unless otherwise noted below)
Vision:	Close concentration; constant viewing/use of computer screen

Mental Demands: Decision making, interpret, analyze, and problem solve

Environment: Normal office environment