

FEDERAL WORK STUDY PROGRAM

College Receptionist – Economic Development

Location: Ellis Crossing- Griffin Campus 8:00 a.m. – 5:00 p.m.

Supervisor: Melissa Jackson Hourly Rate: $10.00

Under general supervision, provides assistance to students, instructors, staff members and the general public while working in the Economic Development Division. Greets college visitors in a pleasing manner; determines the nature of their business, and provides appropriate information to other employees as needed; answers, screens and routes telephone calls promptly and courteously to appropriate staff; delivers complete, accurate and legible messages in a timely manner. Properly responds to all inquiries and requests for information in a courteous and timely manner.

Assists with the proctoring of standardized tests and exams within the division; assists with the copying and collation of books and other materials necessary for the preparation of class and or seminars; assists with maintaining an orderly and clean environment in and around the office; provides administrative support such as typing, filing, ordering supplies, shredding documents, data entry, sorting mail, etc., and performs other related duties.

Accepts direction and feedback from supervisors and follows through appropriately.

Works when scheduled; begins and ends work as expected; calls in according to policy when arriving late for work or when absent; observes policies on break and lunch periods; uses work time appropriately.

Demonstrates eagerness to learn and assume responsibility; seeks out and accepts increased responsibility; displays a "can do" approach to work.

Shows persistence and seeks alternatives when obstacles arise; seeks alternative solutions; does things before being asked or forced to by events.

**Minimum Qualifications:**
Self-starter, excellent interpersonal and customer service skills; highly organized, strong verbal communications skills. Knowledge of proper phone etiquette; professional dress; knowledge of phone system operation; and knowledge of college activities and operations; ability to utilize a copy and fax machine; computer skills required; Excel skills is a plus; must be detailed oriented.

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