MAJOR PURPOSE:
The Institutional Receptionist Student Worker supports the main Institutional Receptionist by covering hours that he/she is unable to work. The student worker position assists in the daily operation of the Administrative office and ensures that all phone calls and visitors are greeted in an expeditious and friendly manner, resolving questions, and if necessary, directing to the correct individual or department.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Arrive at work station promptly for stated shift (morning or afternoon).
2. Prepare office for business day during morning shift and close office for the day during afternoon shift by straightening reception area.
3. Manage general voice mail system by retrieving and forwarding messages to recipients. Responsible for deactivation of voice mail “night service” at the beginning of the morning shift or activation of voice mail “night service” at end of afternoon shift.
4. Receive and direct incoming calls in a timely fashion (within 3 rings), greet all visitors, employees and students in a friendly, professional manner. Assist in resolving questions, and if necessary, directing to the correct individual or department.
5. Fulfill stationery requests from different departments.
6. Assist in sorting and distributing any Staff and Faculty mail and email recipient of packages brought over by the mail room.
7. Submit IT help desk requests on the maintenance of all office machines when requested.
8. Submit Facilities maintenance requests for general maintenance items when requested.
9. Assist other departments when time is available.
10. Complete any and all duties assigned by direct supervisor.

QUALIFICATIONS

EDUCATION/CERTIFICATIONS:
• High school graduate or equivalent
• Current enrollment in WJU degree program

REQUIRED KNOWLEDGE/EXPERIENCE:
• General knowledge of all Microsoft Word software applications, i.e. Word, Excel, plus knowledge in the use of Gmail and Google Drive.
• Must be able to acquire knowledge and experience in the operation of all general office equipment and procedures through on-the-job training: fax machines, copier, phone system, overnight mail delivery options and forms, postal services.

SKILLS/ABILITIES:
• Strong organizational skills with the ability to multi-task easily and efficiently.
• Excellent communication skills and ability to relate to and serve others.
• Ability and initiative to learn new computer skills/programs and to learn new tasks quickly.
• Ability to perform research and gain knowledge to better serve visitors, employees, and students who come in to the Administration office or those who call in to the main phone line.
• Self-directed, proactive, helpful, friendly, outgoing

WORKING ENVIRONMENT:
The employee agrees to promote the values and mission of WJU as a private Christ-centered University and live a life consistent with biblical principles. The employee shall conduct himself/herself in a manner consistent with the Community Covenant and Statement of Faith. Additionally, the employee may play a formative role in the spiritual lives of students in a manner consistent with the Community Covenant and Statement of Faith. This may include leading devotions and/or spiritual formation groups and seeking other opportunities consistent with a biblical spiritual formation role.

WORKING CONDITIONS:
The employee is regularly in a typical, air-conditioned office environment with adequate light; moderate noise levels; and tile, concrete, and carpeted floors. There are no hazardous or significantly unpleasant conditions.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION:
While performing the duties of this job, the employee is regularly required to talk or hear and frequently required to stand, walk, sit, and use hands to handle files, computers, and phones; reach with hands and arms; stoop, crouch and kneel. Frequent and regular repetitive movements required using the wrists, hands, and/or fingers. The employee will occasionally lift and/or move up to 50 pounds. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The above statements and job description are intended to describe the nature and level of work being performed within this job. They are not intended to be an exhaustive list of all responsibilities, duties and tasks. Other similar or additional duties are to be performed or assigned. Job descriptions are not intended as and do not create employment contracts. William Jessup University maintains its status as an at-will employer. Employees may be terminated for any reason not prohibited by law.

I acknowledge I have reviewed the content of this job description and understand that to perform this job successfully, I must be able to perform the essential duties with or without accommodation. If I am requesting any reasonable accommodations in order to perform my job, I must immediately inform my supervisor or Human Resources.

__________________________
Employee Signature

_____________________________
Date