



## **DESCRIPTION, DUTIES, & EXPECTATIONS OF POSITION**

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| <b>POSITION TITLE:</b>           | Temporary Front Desk Receptionist          |
| <b>PERSONNEL CLASSIFICATION:</b> | Office Support Staff –Nonexempt, Full-time |
| <b>DEPARTMENT:</b>               | Office of Admission                        |
| <b>POSITION SUPERVISOR:</b>      | Director of Admission                      |
| <b>DEPARTMENT HEAD:</b>          | Vice President for Enrollment Management   |

### **PRIMARY DUTIES/ RESPONSIBILITIES**

1. Greet and provide superior customer service to prospective students, their families and other visitors to the Office of Admission. As the first contact for anyone entering the office, the level of customer service shall exceed expectations of the guest. Standing to welcome, provide direction, refreshments, and a warm and cheerful introduction to the campus should be common practice.
2. Work closely with the Campus Visit Coordinator (CVC) to ensure a quality experience for all prospective students, families, and other visitors. This includes but is not limited to overseeing their time on campus, keeping them on schedule and helping to direct student workers as they escort, tour, and serve as lunch hosts for visitors.
3. Work closely with the Campus Visit team to coordinate and maintain clear pre- and post-visit communication strategies for all visitors to Admission.
4. Manage the start and end of all visits, ensuring that visit data is maintained in college database (TargetX).
5. Act as the first line of contact for all phone calls to the main Admission telephone number, requiring a full understanding of the functions of the Office of Admission so as to be able to distribute calls appropriately.
6. Work with stakeholders on campus that may interact with Admission visitors.
7. Work closely with Admission staff, updating them on schedule changes or special requests made by visitors.
8. Take ownership in the aesthetic upkeep of the main floor of the building. This includes but is not limited to general cleanliness, keeping fresh coffee available, optimization of technology, and the display of flags on the exterior of the building.
9. Assist with administrative tasks as assigned to support office operations.

### **SECONDARY DUTIES: May include, but not necessarily limited to the following:**

1. Process data: assist in entering and updating data for students into the college databases (including TargetX and Colleague)
2. Serve as back-up to other support staff positions in the office. Assist with the following: processing inquiries and communications (including letters, text, emails, calls) sent to populations that need special attention during peak times of the year.

3. Other duties as assigned.

**GENERAL EXPECTATIONS OF POSITION:** Maintain regular and timely work hours as assigned by immediate supervisor, and approved by Personnel Office. Conduct is expected to be professional and courteous. Instructions and assignments are to be carried out in a manner which promotes and is consistent with the intrinsic goals of Monmouth College. The candidate must possess the gift of hospitality.

**WORK RELATIONSHIPS:** Reports to the Director of Admission, works directly with all other admission and financial aid office staff. Daily contact with students, staff, faculty, and public.

**EDUCATION, EXPERIENCE, AND CERTIFICATION:** High school diploma required.

**SKILLS, KNOWLEDGE, AND ABILITIES:** Must be able to work both independently and as a team member. Superior interpersonal skills. Ability to work courteously and effectively in a multi-tasked, service-oriented environment. Proficiency with computers and information systems to fulfill related responsibilities. All requirements are subject to change, with possible modifications made to reasonably accommodate individuals with disabilities.

**PHYSICAL REQUIREMENTS:** Work is normally performed in a typical office setting with some travel on campus required, especially during campus visit events:

- Sitting in a seated (stationary) position for extended periods of time.
- Reaching by extending hand(s) or arm(s) in any direction.
- Dexterity sufficient to manipulate objects with finders, for example, operating a computer keyboard.
- Communication skills using the spoken word, discerning and conveying (exchanging) information.
- Vision sufficient to see within normal parameters.
- Hearing sufficient to hear within normal range.
- Mobility sufficient to traverse campus.
- Occasionally required to move or transport (lift) items weighing up to 15 pounds.

Regular attendance at work, as scheduled, is also required. All requirements are subject to change, with possible modifications made to reasonably accommodate individuals with disabilities.

**ADDITIONS, AMMENDMENTS, AND DELETIONS:** The whole or any portion of this description may be added to, amended or deleted at any time by the Director of Personnel or position supervisor with the approval of the Director of Personnel.