



## AMERICAN UNIVERSITY UNIVERSITY CONFERENCE & GUEST SERVICES

### *Student Receptionist (SR) Position Description*

**Position Overview:** The Student Receptionist (SR) reports directly to the Assistant Director of Conference Sales & Marketing. The Student Receptionists are responsible for overall support of University Conference & Guest Services office.

#### General Responsibilities:

The Student Receptionist will assist the staff of University Conference & Guest Services with a number of tasks which include, but are not limited to the following:

1. Provide a high level of customer service to all guests of the office;
2. Serve as primary point of contact for guests and other visitors to the office. The Student Receptionist will answer questions and refer the guest to the appropriate staff member if unable to assist;
3. Answer telephone calls and transfer the caller to the appropriate staff member;
4. Attend meetings during certain times of the year to go over policies, procedures and events that may be taking place in the office;
5. Be appropriately dressed at all times while working a shift;
6. Maintain confidentiality at all times in regard to any conversation, phone call, or paperwork that the student is privy to while working in the office;
7. Distribute mail to the appropriate mail boxes;
8. Assist various staff members in the office with administrative projects;
9. Assist in maintaining student housing files by filing appropriate paperwork;
10. Enforce and adhere to all relevant policies/procedures as set forth by University Conference & Guest Services/American University.
11. Other duties as assigned.

#### Qualifications:

1. Full-time-time American University student with a current cumulative GPA of 2.75 or higher.
2. Successful review of judicial record.
3. This position is contingent upon the successful completion of a pre-employment background check.
4. Proven ability to work well under pressure.
5. Strong organizational skills and the ability to multi-task.
6. Strong interpersonal and customer service skills.
7. Previous housing and/or residence hall desk experience strongly preferred.
8. Proficiency with the Microsoft Office suite (Microsoft Word, Excel, Access).
9. Ability to represent AU by means of a pleasant and helpful disposition, a positive attitude, and a quick response.

#### Requirements:

1. The SR position requires approximately 10-20 hours per week during standard business hours. Some non-traditional work may be required.
2. Attendance at all mandatory training sessions and meetings.

Staffing Expectations:

1. All Student Receptionists must be available for all training sessions, which begin take place on **Tuesday August 15, 2017.**
2. Attend and be on time for all training, orientation, and staff development sessions; which include, but are not limited to training during the spring, staff meetings, weekly scheduling, training meetings, and other meetings.

Dates of Employment:

August 15, 2017-December 15, 2017

Compensation:

\$12.50 per hour

**AGREEMENT**

I understand and agree to abide by all of the requirements in the Student Receptionist position contained in these guidelines.

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*Signature*

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*Print Name*

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*Date*