

Position Description

Job Title: Receptionist PT
Division: Student Services
Department: Student Services Administration
Last Update: 9/6/2011
Supervisor's Position: Administrative Specialist
FLSA Status: Non-Exempt



The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required by the position.

Job Summary:

Provides support to WATC front desk at all WATC Campuses.

Essential Duties and Responsibilities:	Approximate Percentage of Time
1. Responsible for greeting all visitors to the WATC campuses including students, faculty and multiple visitors to the college. Assesses students' needs and checks them in to the appropriate service needed in a timely manner. Ensures all students and visitors are addressed in a professional and courteous manner within moments of their arrival.	70%
2. Maintains effective liaison and communication with other Departments and Divisions of the College. Directs students and visitors to the appropriate meeting rooms & locations.	10%
3. Performs data entry of student applications in Banner. Reviews and ensures testing needs and arranges for students to pay testing fees if necessary. Compiles and maintains reports of student traffic as well as phone logs. Reviews and corrects address on returned mail and verifies proper address.	10%
4. At all times, engages in and promotes teamwork, courtesy, legal compliance, policy compliance, and safety in the WATC workplace.	5%
5. Attends meetings and training sessions. Projects image of professionalism, including in conduct, communication, and dress.	5%

Required Knowledges, Skills, and Abilities

- The knowledges, skills, and abilities necessary to perform the essential functions of the position at a high level must be evidenced in the overall vocational background of the person assigned and must be maintained throughout tenure in the position.
- User-level knowledges of Outlook, Word and Excel are required. Knowledges of SharePoint are preferred.
- An operating knowledge of Student Services software, such as Banner, is required within three months of entering the position.
- Ability to independently drive by personal car is required, along with unrestricted licensure to operate a motor vehicle in the State of Kansas, as well as a driving record that meets WATC insurance standards.

- Evidence is required of administrative-level Communication Skills, including excellent written and oral communication skills, excellent interpersonal skills, and ability to communicate effectively with others.
- Evidence is required of workplace teamwork skills, including ability to work effectively with all constituents of the College and public, being flexible and respectful of the thoughts, opinions and contributions of others in a group, being respectful of people's diversity, individual differences and perspectives, and being able to provide feedback in a constructive and considerate manner.

Education and Experience:

A High School diploma or GED is required.

Working Conditions:

Daily attendance is required to meet the needs of students, and to interface with WATC faculty and staff as well as with outside organizations. Attendance is required at meetings and in-services. Schedules may fluctuate to accommodate student needs, deadlines and delivery of services. Long periods of sitting or standing are required. Ability to converse with and understand English-speaking students is required. Sufficient vision and hearing are required to complete the work and interact with students, staff, faculty and the public. Work schedules will be as needed to accomplish assigned duties. Independent travel to by car and public carrier may be required. Must be able to work in a multi-tasked high volume environment, completing multiple and competing priorities.

Employee Acknowledgement

Date

Supervisor Acknowledgement

Date