Position Description
System Wide

To apply, submit an employment application (click here for application), resume, and letter of interest to: Campus Executive Officer
513 W Travelers Trail, Burnsville, MN 55337

I. POSITION TITLE: Receptionist

II. EMPLOYEE CLASSIFICATION: Classified

III. JOB CLASSIFICATION: Nonexempt

IV. ACCOUNTABLE/REPORTS TO: Campus Executive Officer

V. POSITIONS REPORTING TO THIS POSITION: None

VI. DUTY HOURS: 40 hours per week/variable plus any additional hours necessary to complete job assignments from time to time. Evening, day or weekend hours as defined by the campus executive officer

VII. MINIMUM REQUIREMENTS:

EDUCATION: High school diploma or GED equivalent; associate’s degree preferred.

EXPERIENCE: Prior office experience essential. Knowledge in the use of a multi-line phone system and advanced computer skills (Windows 95 or later) preferred. Must have excellent organizational, interpersonal skills, and be extremely customer oriented with a strong work ethic.

PHYSICAL: Reaching, bending, dialing, writing, sight, talking and hearing capabilities. Ability to exert force to occasionally lift and/or move objects up to 40 lbs.

DRESS: Professional business attire required.

VIII. BASIC FUNCTION/PURPOSE OF THE POSITION: The day director of first impressions will answer the telephone and greet all visitors in support of the mission of the university as defined by the university president and the board of governors.

IX. DUTIES/RESPONSIBILITIES/EXPECTATIONS OF THE POSITION:

* A. Make every customer feel as though they are the most important.

* B. Answer all in-coming phone lines.
* C. Greet students, as well as all walk-ins and prospective students and direct appropriately.

D. Data entry as requested.

E. Inform the departments of appointment or walk-in arrivals.

F. Ensure that doors to elevator lobby, classrooms and library are opened first thing in the morning. Doors to computer labs are to remain locked.

G. Never leave the front desk unattended without back-up.

H. Assist with developing and maintaining files.

I. Handle all incoming and outgoing mail and assist with development of correspondence.

J. Assist instructors and/or staff, as needed.

K. Other duties as assigned.

X. **COOPERATIVE RELATIONSHIPS WITH THE FOLLOWING:** Prospective students, continuing students, staff, faculty and members of the community.

XI. **LIMITS OF AUTHORITY:** As defined by the policies, procedures and practices of the university and/or the university president.

National American University reserves the right to alter this position’s job description/job duties to meet the needs and goals of the organization.

*Denotes essential elements of the position.*