



# NATIONAL AMERICAN UNIVERSITY

## Position Description Mesquite Campus

To apply submit an employment application ([click here for application](#)),  
resume, and letter of interest to: **Campus Executive Officer**  
**18600 LBJ Freeway, Mesquite, TX 75150**

- I. POSITION TITLE:** Day Director of First Impressions (Receptionist)
- II. EMPLOYEE CLASSIFICATION:** Classified
- III. JOB CLASSIFICATION:** Non-exempt
- IV. ACCOUNTABLE/REPORTS TO:** Campus Executive Officer
- V. POSITIONS REPORTING TO THIS POSITION:** None
- VI. DUTY HOURS:** 9:00 a.m. – 6:00 p.m.; 40 hours per week
- 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 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 20 lbs.

**SKILLS EXPECTATIONS:** Excellent organizational, interpersonal and communication skills; customer-oriented attitude; strong work ethic; detail-oriented.

- 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.

- D. Record and monitor all in-coming lead calls by using a phone script.
- E. Have each new prospect fill out the College Career Interview Sheet.
- F. Enter data for Campus 2000, to include quick leads, admissions packets, registrations, attendance, and various data as needed.
- G. Inform the departments of appointment or walk-in arrivals.
- H. Ensure that doors to elevator lobby, classrooms and library are opened first thing in the morning. Doors to computer labs are to remain locked.
- I. Never leave the front desk unattended without back-up.
- J. Develop academic files for new students.
- K. Maintain academic files for continuing students.
- L. Order transcripts, process academic file paperwork, send and receive academic correspondence and maintain correspondence log.
- M. Assist instructors and/or staff, as needed.
- N. Other duties as assigned by the regional president or associate director.

**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.