



**Position Title:** Front Desk Receptionist  
**Reports To:** Deans Offices  
**Position Type:** Non-Exempt  
**WC Code:** 8868  
**Position Type:** Fifth Level Administration

**Major Responsibilities:** Provides coverage of reception area for all visitors, faculty, students and the general public. Performs a variety of clerical duties such as answering incoming calls, taking and disseminating messages, processing documents and records, and enter/ compile data for various reports.

**Specific Duties and Responsibilities:**

1. Read, understand and comply with the University's mission, the catalog, the University's policies and procedures, the Staff Handbook and institutional effectiveness process.
2. Responds to communications (email/voicemail) on a daily basis.
3. Ensure that a professional and courteous environment is maintained in the lobby with students, faculty, administrators, and the general public in a manner that supports the dignity of all.
4. Uses proper behavior and language in dealing with people that is appropriate to the workplace exemplifying a courteous and friendly manner.
5. Handle sensitive issues and delivers difficult messages fostering rational, open discussion and minimizing negative impact on others.
6. Coordinate the coverage of the reception area to ensure proper handling at all times.
7. Following established guidelines, responds to inquiries regarding departmental services and procedures and answers telephone inquiries.
8. Manage, keep track and disseminate all telephone messages including voicemail in/out in a timely manner for the Administration, Staff, and Faculty.
9. Receives visitors and potential enrollments appointments, and refers them to their proper destination ensuring established guidelines/ procedures are followed.
10. Manage, maintain, and monitors established record keeping of all incoming potential enrollment telephone inquiries, and forwards information to the Admissions office personnel.
11. Ensures proper identification of anyone entering the premises and enforcing wearing of ID's at all times.

12. Performs a variety of routine clerical duties such as passing out class rosters to faculty, input and maintain records in computer, creates forms, letters and/or reports as assigned.
13. Receive and handle incoming and outgoing mail.
14. Participates in the self-studies and committees conducted by the University.
15. Support and participate in University's Commencement Ceremonies.
16. Performs other duties as assigned.

**Note:** The use of computers and University resources is limited for school business purpose. Installation of any software is prohibited.

This job description is intended to describe the general nature and level of work being performed by individuals assigned to this position. It is not intended to be construed as an exhaustive list of all tasks, duties, skills and/or responsibilities required for this position in each Campus at all times. Tasks, duties, skills and/or responsibilities may vary from individual to individual, campus to campus and over time, depending upon various factors. These are general guidelines for this job position.

To apply for this position please click on the link below:

<https://workforcenow.adp.com/jobs/apply/posting.html?client=fnuedu>