

UNIVERSITY OF SOUTHERN CALIFORNIA

Receptionist

Job Code: 111007

OT Eligible: Yes

Comp Approval: 12/14/2004

JOB SUMMARY:

Greets and assists visitors. Answers telephones and provides appropriate information. Performs clerical tasks, as assigned. Works in environment having demanding workload, complex telephone system or switchboard and/or where information of a more complex nature must be accurately provided to callers.

JOB ACCOUNTABILITIES:

***E/M/NA % TIME**

_____ _____ Greets visitors and ascertains name and other pertinent information. Determines nature of visit. Directs or escorts visitor to specified destination, as needed. Notifies appropriate employee of visitor's arrival. Maintains log of all visitors including name, affiliation, date and time of visit.

_____ _____ Answers telephone(s). Screens and forwards calls. Responds to questions about department operations, as appropriate. May discern appropriate information through computer or hard copy files, university or department publications and guidelines and/or personal knowledge. Routes calls for employees, as appropriate. Accurately takes and delivers messages. Maintains log of all calls requiring further action.

_____ _____ Accepts and signs for packages addressed to department. Delivers package(s) to addressee or notifies addressee of package arrival. Receives and sends out messenger or courier items.

_____ _____ Performs a variety of routine clerical tasks (may include processing of incoming and outgoing mail, sending and delivering fax messages, arranging for and maintaining logs for package pickup and delivery, transmitting information or documents to employees using a computer, mail or fax, photocopying and collating, filing, etc.), as time permits.

_____ _____ Assures that reception area is clean and orderly.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

***Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.**

EMERGENCY RESPONSE/RECOVERY:

Essential: No

Yes In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:

Less than high school
Combined experience/education as substitute for minimum education

Minimum Experience:

6 - 12 months
Combined education/experience as substitute for minimum experience

Minimum Field of Expertise:

Experience as a receptionist or comparable clerical experience.

Preferred Education:

High school or equivalent

Preferred Experience:

1 year

Preferred Field of Expertise:

Experience as a receptionist.

Skills: Administrative:

Answer telephones
Communicate with others to gather information
Input data
Maintain logs
Read handwritten text
Research information

Skills: Machine/Equipment:

Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier
Switchboard (department or university)
Typewriter

Supervises: Level:

May oversee student, temporary and/or casual workers.

SIGNATURES:

Employee: _____ **Date:** _____

Supervisor: _____ **Date:** _____

The above 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 of personnel so classified.

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