



Reception Desk Student Worker Position Summary

Job Summary & Purpose: Under the direction of the Associate Finance & Operations Analyst/VP for Finance & Operations, this position supports the business office by answering the main college phone line and welcoming guests, operating the mail room, and performing other tasks as required by the business office staff. The position is hourly and is typically no more than eight (8) hours/week and limited to the weeks of the academic semester. Occasionally, hours may be offered to students during the weeks between the academic semesters.

Expectations

Students who are hired and given the opportunity to serve in this role are expected to uphold the highest of standards as members of the business office and representatives of Providence Christian College. Students are expected to:

- Be on-time for his or her shift. This is of the utmost importance in order to ensure the student has sufficient time to relieve the person who worked before him or her and to get any information from them on projects, etc. It is recommended that the student arrive at least 5 minutes prior to the start of his or her shift.
- Always dress appropriately (sloppy or extremely casual attire is unacceptable)
- Make eye contact with everyone who enters the business office and greet them appropriately, i.e. "Hello, how may I help you"?
- Be self-starters and always ensure that ongoing project status is communicated to the person working the next shift, so that the work can be completed accurately and timely.
- Be proactive in seeking additional tasks to support the business office staff when it is slow. Students should not expect to spend their shift doing homework or reading, that should be reserved for rare occasions of significant downtime and with permission.
- Visiting with friends and using personal cell phones or computers should be kept to a minimum.
- Every effort should be made to work as scheduled. Changes in shifts, i.e. trading with someone else, should be done only when absolutely necessary and with the approval of supervisor(s).
- Notification of absences should be made to the supervisor(s) by email or phone call with as much notice as possible. Excessive absences will result in loss of hours and possibly termination.

Areas of Responsibility

1. Reception Desk

- a. Exhibit a professional and engaging demeanor when answering incoming telephone calls, serving as the “operator” to manage and direct calls.
- b. Serve as the first point of contact for all in-person guests to the business office, serving, assisting, and directing guests as needed.
- c. Update and track the inventory and distribution of facility keys, parking passes, and staff ID cards, as directed by the business office staff.
- d. For employees who work the opening morning or closing afternoon shifts, you will be expected to open and close/lock the 2 doors (south door and main door) providing entrance into the business office. The south door is on the other side of the student work office and the main door is the entrance from the main hallway of Witherspoon Hall.

2. Mail Room

- a. Sort and distribute mail for staff and students, and other tenants of the Providence Village and Witherspoon Hall.
- b. Deliver mail daily to 2nd floor library mail receptacle as appropriate.
- c. Place postage on outgoing mail and ensure all “return to sender” or “to forward” mail is handled properly.
- d. Manage stamp inventory - sell postage as necessary, alert supervisor when need to replenish stamps or add funds to Stamps.com account.
- e. Receive checks and prepare daily cash receipt logs for the Business Manager, ensuring accuracy and compliance with handling policy.
- f. Assist with preparation of bulk mailings for other departments, as needed.

3. Other Business Office Tasks

- a. Maintain cleanliness of the reception desk/business offices by dusting, removing trash and clutter.
- b. Other duties as required.

Physical Demands

- Requires prolonged sitting.
- Must operate computer and all related office equipment.
- Requires normal range of speaking, hearing, and eyesight.
- Must be able to communicate in English.
- May need to lift files or boxes weighing up to 25 pounds.