



Job Specification

Job Title: Receptionist
BCAT Code: 510X DL
Pay Grade: G06

Effective Date: April 1, 2007
Revision Date: February 1, 2007
FLSA Status: Non-Exempt

General Description

Greets visitors and guests and answers multi line telephone system for a particular office, department or college.

Examples of Duties

- Greets visitors, ascertains nature of business, and directs visitors to staff/faculty.
- Provides general information as requested by telephone, in person or in writing.
- Answers multi-line telephone and directs callers to appropriate staff or takes messages or forwards calls to voice mail.
- Answers routine questions, directs more difficult questions to appropriate staff.
- Opens, date stamps and delivers mail; prepares outgoing mail.
- Performs light typing duties as assigned.
- Performs general clerical duties such as filing and faxing.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities

- Knowledge of GSU campus.
- Knowledge of general office practices and procedures.
- Knowledge of campus policy and procedure.
- Effective organizational skills.
- Effective time management skills.
- Effective oral and written communication skills.
- Ability to keep accurate messages and detailed reports of telephone calls.
- Ability to provide proper customer service.

Minimum GSU Hiring Standards

High school diploma or GED and one-year receptionist or customer service experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.