

### **University Center Welcome Center Receptionist**

Attend to visitors and deal with inquiries on the phone and face to face. Supply information regarding the facility and campus to our customers.

#### **Qualifications**

- Must be a current UTM student
- Excellent customer service skills
- Basic computer knowledge
- Ability to communicate positively and effectively
- Detail oriented and self-motivated
- Ability to react calmly and effectively in emergency situations
- Must possess or be able to obtain CPR/AED certification within the first month of employment
- Must be able to pass a background check
- Early morning, evening and weekend availability; flexible scheduling and break availability
- Work-study status preferred

#### **Job Responsibilities and Duties**

- Represent the Office of Student Life in a professional and mature manner
- Answer telephone and direct calls
- Take and relay messages
- Provide information to callers
- Greet persons entering facility
- Direct persons to correct destination
- Monitor visitor access and maintain security awareness
- Tidy and maintain welcome center area
- Maintain a polite, considerate, and cooperative attitude
- Enforce all facility/program policies, rules, and regulations
- Maintain all equipment and ensure proper use
- Maintain a neat and professional appearance
- Attend all regularly scheduled training and/or meetings
- Model program values and expectations
- Perform other duties as assigned by supervisor