



**WILLIAM JESSUP
UNIVERSITY**

JOB TITLE: Receptionist (Part-Time)
DEPARTMENT: Information Technology Services
SUPERVISOR: Helpdesk Supervisor
FLSA STATUS: Non-Exempt

MAJOR PURPOSE:

To provide administrative support and assistance to IT Services; implement administrative systems, procedures, and policies as well as monitor projects.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Answer phones and email
2. Welcome and direct guests
3. Monitor and maintain communication within the department ticketing system
4. Provide administration support to the IT Services and Helpdesk teams
5. Schedule and coordinate support requests
6. Perform other tasks as may be necessary to facilitate the work of the IT Services teams

QUALIFICATIONS

EDUCATION/CERTIFICATIONS:

- High School Diploma/GED

REQUIRED KNOWLEDGE/EXPERIENCE:

- Knowledge of Microsoft Office and Google Suite
- Office experience
- Previous customer service experience

SKILLS/ABILITIES:

- Strong technical aptitude
- Strong written and oral communication
- Ability to set and adhere to realistic deadlines and work effectively in stressful situations
- Manage time and workload effectively
- Strong clerical skills

WORKING ENVIRONMENT:

The employee agrees to promote the values and mission of WJU as a private Christ-centered University and live a life consistent with biblical principles. The employee shall conduct himself/herself in a manner consistent with the Community Covenant and Statement of Faith. Additionally, the employee may play a formative role in the spiritual lives of students in a manner consistent with the Community Covenant and Statement of Faith. This may include leading devotions and/or spiritual formation groups and seeking other opportunities consistent with a biblical spiritual formation role.

WORKING CONDITIONS:

The employee is regularly in a typical, air-conditioned office environment with adequate light; moderate noise levels; and tile, concrete, and carpeted floors.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION:

While performing the duties of this job, the employee is regularly required to talk or hear and frequently required to stand, walk, sit, and use hands to handle files, computers, and phones; reach with hands and arms; stoop, crouch and kneel. Frequent and regular repetitive movements required using the wrists, hands, and/or fingers. The employee will occasionally lift and/or move up to 40 pounds. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The above statements and job description are intended to describe the nature and level of work being performed within this job. They are not intended to be an exhaustive list of all responsibilities, duties and tasks. Other similar or additional duties are to be performed or assigned. Job descriptions are not intended as and do not create employment contracts. William Jessup University maintains its status as an at-will employer. Employees may be terminated for any reason not prohibited by law.

I acknowledge I have reviewed the content of this job description and understand that to perform this job successfully, I must be able to perform the essential duties with or without accommodation. If I am requesting any reasonable accommodations in order to perform my job, I must immediately inform my supervisor or Human Resources.

Employee Signature

Date