



JOB TITLE: University Front Office Coordinator
DEPARTMENT: Finance and Administration
SUPERVISOR: Executive Assistant to Chief Financial Officer
FLSA STATUS: Non-Exempt

MAJOR PURPOSE:

To oversee the daily operation of the Administrative office and to ensure that all phone calls and visitors are greeted in an expeditious, professional and friendly manner.

ESSENTIAL FUNCTIONS:

1. Arrive at work station promptly for stated shift. Prepare office for open and close.
2. Maintain welcome station.
3. Direct incoming calls in a timely, professional manner. Welcome all guests promptly.
4. Maintain daily event calendar.
5. Complete daily data entry for various university departments.
6. Responsible for inventory and restocking of general office supplies.
7. Order and distribute business cards and name badges for all University staff and faculty.
8. Sort, notify and distribute incoming packages to staff and faculty.
9. Submit IT help desk and Facility maintenance requests. Assign Jessup emails.
10. Order and distribute WJU copier paper and stationery. Complete BRM/WJU stationery reports.
11. Assist with Music and Theater Department's event ticket sales.
12. Assist Executive Assistant to CFO with vending machine support requests.
13. Assist Executive Assistant to CFO with Student Worker schedules.
14. Maintain Front Office Coordinator manual.
15. Any and all duties assigned by direct supervisor, Executive Assistant to CFO.

QUALIFICATIONS

EDUCATION/CERTIFICATIONS:

- High school graduate or equivalent; some college work or additional related training preferred.

REQUIRED KNOWLEDGE:

- General knowledge of all Microsoft Word software applications, i.e. Word, Excel, Outlook, Publisher, plus knowledge in the use of Gmail and Google Drive.
- Experience in operation of all general office equipment and procedures: fax machines, copier, phone system, overnight mail delivery options and forms, postal services.

SKILLS/ABILITIES:

- Strong organizational skills with attention to detail and the ability to multi-task easily and efficiently. Work well under pressure and fast-paced environment.
- Excellent, professional and friendly communication skills and ability to relate to and serve others.

- Ability and initiative to learn new computer skills/programs and to learn new tasks quickly.
- Ability to perform research and compile data to streamline office procedures and communication, i.e. bulk mailing, office supply pricing, campus events.
- Ability to perform research and gain knowledge to better serve visitors, employees, and students who come into the Administration office or those who call into the main phone line.
- Self-directed, proactive, helpful, friendly, outgoing, positive, upbeat.

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 office environment with adequate light and moderate noise levels. No hazardous or significantly unpleasant conditions. Air-conditioned buildings; tile, concrete, and carpeted floors; adjustable workstation with an ergonomic keyboard is provided.

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, 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 is 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 if I have any physical limitations or require any reasonable accommodations in order to perform my job, I must immediately inform administration.

Employee Signature

Date