Receptionist Job Description

Title: Academic Enhancement Center (AEC) Receptionist

Reports To: Asst. Director of AEC STEM Tutoring (primary) and Director of AEC STEM Tutoring (secondary)

Pay Rate: 10.50/hour

Basic Function: Responsible for providing front desk leadership and quality customer service to all users of the AEC services. Expected to maintain a positive attitude, professional work ethic and high level communication skills in all daily interactions.

Essential Duties and Responsibilities:

● Knowledge and confident communication of AEC and campus services
● Comfortable communicating on the phone and using voicemail, recording and relaying accurate messages and call transfers
● Skilled in computer usage with a willingness to learn multiple systems including but not limited to: Tutor Trac, Starfish, Google Docs and more
● Ability to confidently demonstrate processes to others
● Ability to maintain a customer service mentality at all times
● Attention to detail and compliance with office policy
● Responsible for tracking and security of valuable office technology

Other Duties, Responsibilities & Qualifications:

● Communicate clearly with patience and empathy
● Solution first thinking
● Trustworthiness
● Provide general administrative support as needed
● Attend initial and ongoing trainings scheduled throughout semester
● Time management skills
● Reliability
● Excellent interpersonal skills & organizational skills

To Apply: Submit an electronic application by going to www.uri.edu/aec/work. If you have any questions, please contact Ceileidh Just (401-874-4690, ceileidh_just@uri.edu).