

## **Receptionist Job Description**

**Title:** Academic Enhancement Center (AEC) Receptionist

**Reports To:** Coordinator of STEM & BUS Tutoring and Asst. Coordinator of STEM & BUS Tutoring

**Pay Rate:** \$13.00 per 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, strong work ethic. and high-level communication skills in all interactions.

### **Essential Duties and Responsibilities:**

- Knowledge and confident communication of AEC and campus services.
- Willingness to work Roosevelt Hall hours as well as Drop-In Center hours.
- Attendance of initial and ongoing trainings scheduled throughout semester.
- 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: TracCloud, Starfish, G-Suite, 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 policies.

### **Other Duties, Responsibilities & Qualifications:**

- Excellent interpersonal and organizational skills.
- Demonstration of initiative and solution-first thinking.
- Strength in time management and responsibility.
- Dedication to teamwork.
- Willingness to provide general administrative support as needed.

**To Apply:** Submit an electronic application by going to [www.uri.edu/aec/work](http://www.uri.edu/aec/work). Any questions can be directed to [Ceileidh Kung](#) and/or [Shania Moretti](#).