

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/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
- Willingness to work Roosevelt Hall hours as well as drop-in center hours
- 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 policy
- Responsible for tracking and security of valuable office technology

Other Duties, Responsibilities & Qualifications:

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

To Apply: Submit an electronic application by going to www.uri.edu/aec/work.