

MONTEREY PENINSULA COLLEGE

COLLEGE RECEPTIONIST

JOB SUMMARY

Under general direction of the assigned supervisor. Provide information regarding college services and programs. Provide referrals to appropriate resources and departments.

EXAMPLES OF FUNCTIONS

Essential Functions

Provide information on programs, services, policies and procedures of Monterey Peninsula College, assist with telephone inquiries and direct appropriately. Disperse current materials and brochures generated by college programs and services. Organize and staff the "Welcome Table" for Fall and Spring to assist students, staff and the public.

Record, disburse and mail staff and faculty parking permits Process electronic courtesy parking permits. Process lost or stolen parking permits.

Provide Notary Services; maintain current knowledge on related laws and regulations.

Create and maintain a staff and faculty telephone directory.

Sort mail each morning in the warehouse.

Review local print publications for Monterey Peninsula College related news.

Submit maintenance requests for the Administration Building.

Other Duties

Perform other related duties as assigned.

EMPLOYMENT STANDARDS

Education and Experience

Any combination of training and experience which would indicate possession of the knowledge, skills and abilities listed herein. For example, a high school diploma or equivalent and some related customer service experience.

Knowledge

Knowledge of: receptionist and telephone etiquette and techniques; a variety of computer programs including e-mail, word processing and spreadsheets, TTY phone machines, proper office methods and practices including filing systems, mathematical computations; office management techniques and procedures; public and human relations skills.

Abilities

Ability to: learn the operation of a telephone system; answer telephones using proper etiquette ; provide accurate, clear information to callers; operate office machines including a computer and related software; communicate effectively with a wide variety of people; learn and communicate general District information regarding policies and procedures;; communicate effectively in writing and orally; demonstrate an understanding of, sensitivity to and appreciation for all individuals from diverse backgrounds.

PHYSICAL EFFORT/WORK ENVIRONMENT

Light to moderate physical effort; sitting for long periods of time; occasional standing or walking; bending, reaching, pulling, pushing and periodic handling of lightweight parcels up to 15 pounds. Indoor work environment and occasional outdoor work environment.

LICENSES AND CERTIFICATES

Possess or obtain within 6 months of employment a Notary Public License.