

MAINE MARITIME ACADEMY

A College of Engineering, Management, Science, and Transportation

Welcome Center Receptionist

POSITION OVERVIEW

Employee staffs the Welcome Center reception desk for the Academy and greets visitors and guests. Employee is primary responder to general calls to the Academy's main number. Employee performs complex clerical work. Tasks normally are accomplished within well-defined procedures with occasional non-routine administrative work involved. Judgment and initiative are frequently exercised in verbal and written communications.

DUTIES

- Answers calls to the Academy's main number and responds or forwards calls to the appropriate department.
- Logs calls, helps improve system.
- Greet visitors, respond to or refer questions, answers and screen telephone calls, schedule and arrange conference calls.
- Operates all office equipment.
- Schedules appointments for Admissions, Financial Aid and VPs of Operations and Student Affairs/Enrollment Management (SA/EM) and Chief Financial Officer (CFO).
- Welcomes visitors and directs them to departments and offices. Assists Conference Services with providing and serving as a collection point for keys to Leavitt guest rooms.
- Prepares purchase orders and controls supplies and equipment for Admissions, Financial Aid, College Relations and VPs of Operations, CFO and SA/EM.
- Enters data in Admissions software program.
- Assists with clerical work and preparing reports, mailings and correspondence.
- Perform moderate to complex administrative support duties to include composing and typing routine correspondence.
- Provides Academy information when requested by phone or in person.
- May supervise student employees.
- May process confidential information.

This job description reflects the general duties of the job but is not a detailed description of all duties which may be inherent to the position. The Academy may assign reasonably related additional duties to individual employees consistent with policy and collective bargaining agreements.

SKILLS

- Application and intermediate knowledge of office practices and procedures.
- Intermediate computer skills.
- Effective phone etiquette skills.
- Must be able to communicate effectively in both written and verbal form.
- Must maintain confidentiality of work related information and materials.
- Must establish and maintain effective working relationships.
- Excellent customer service skills.

QUALIFICATIONS

- High School graduate required, Associate's degree preferred.
- 2-4 years Administrative experience in a customer-service setting preferred.
- Proficiency with MS-Office suite or similar programs required.
- Customer service, flexibility and strong interpersonal skills required.

PHYSICAL/ENVIRONMENTAL FACTORS

- Requires sustained use of computer monitor and keyboard.
- Environment can be stressful, competing projects and demands.
- Frequent contacts with students/parents and occasional external entities.

MMA Factor Analysis

Job
Title: Welcome Center Receptionist

Job
Code: 1040

Wage Grade: 11

Total
Points: 304

	<u>Factor</u>	<u>Degree</u>	<u>Points</u>
1	Knowledge and Skill	4	144
2	Effort		
	I. Mental and Visual Effort	3	24
	II. Physical Effort	2	20
3	Responsibility for Cost Control	2	16
4	Responsibility for Others		
	I. Injury to Others	1	8
	II. Supervisory Responsibility	2	16
	III. Sensitive Information and Records	3	24
5	Working Conditions	2	20
6	Responsibility for External and Internal Relations	4	32

Date of last reclassification

07/2015