

Class No.:	
Original Date:	February 1996
Revision Date:	
Pay Group:	10

CLASS SPECIFICATION

Receptionist I

NATURE & SCOPE OF WORK

This is varied and routine reception work. The position is primarily responsible for telephone and counter reception, and general office duties. This position typically reports to one or more Coordinators, a Divisional Assistant, and a Dean.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Answers telephones, re-directs calls and takes messages.
- Provides general programme information and directions; responds to a variety of enquiries both on the telephone and at the counter.
- Schedules and confirms appointments, auditions, interviews, etc.
- Types or word processes routine correspondence, forms and other material, and makes photocopies.
- Updates mailing lists and coordinates mailouts.
- Picks up, redirects, distributes and delivers mail and printing.
- Collects money and prepares deposit forms, and in the Music Department sells recital tickets and tapes.
- Collects and maintains for distribution resource information from other educational institutions, associations and agencies.
- In the Music Department, performs stores relief on a limited basis.

- May be required to take training and act in the capacity of a floor warden as part of the College's Emergency Preparedness Plan (Fire, W.H.M.I.S., Earthquake).
- Performs duties related to the qualifications and requirements of the position.

REQUIRED KNOWLEDGE, ABILITIES & SKILLS

- Working knowledge of Department programmes, prerequisites, admission requirements and procedures.
- Working knowledge of business English, spelling and arithmetic.
- Working knowledge of office practices and procedures and of the operation of a busy reception centre.
- Working knowledge of WordPerfect 5.1 or higher.
- Some knowledge of the basics of microcomputers and software applications and the ability to upgrade if required.
- Ability to work to deadlines and with constant interruptions.
- Ability to compose routine letters and forms.
- Ability to courteously and accurately provide information to other employees, students and the general public.
- Ability to establish and maintain effective working relationships with other employees, students and the general public.
- Ability to operate a switchboard.
- Ability to understand and carry out verbal and written instructions.
- Ability to learn assigned clerical tasks and to perform them in accordance with established methods and procedures.
- Skill in the operation of a microcomputer.
- Skill in keyboarding at 55 wpm.

REQUIRED TRAINING & EXPERIENCE

- Completion of Grade 12 supplemented by courses in word processing and basic office procedures.

- A minimum of one semester of College experience, and six months of experience as a receptionist.

REQUIRED LICENCES, CERTIFICATES & REGISTRATIONS

- None.