



BOISE STATE UNIVERSITY

Job Standard for Receptionist

Employee Name:

Employee ID:

Employee PCN:

How to use this Job Standard:

1. The Purpose, Scope, Qualifications and Job Functions are specific to this job title and can not be edited.
2. Click 'download to Word'
3. Under Essential Functions you may add an additional 35%, specific to your department needs.
4. Complete this standard before creating the job announcement and posting the position.
5. This standard will be used as the new Job Description for the prospective employee.
6. After hire is complete, insert Employee Name and PCN#

Receptionist Overview

- Person Group: Classified
- Job Code: 1125
- Pay Grade: E
- FLSA Status: Non-Exempt
- Career Level: Level 1
- Family: General Administration
- Function: Administrative Support

Purpose

To provide front-line customer service in person and/or by telephone to refer customers to appropriate office or staff; perform related work.

Level Scope

Applies basic skills while developing some specialized skills in procedures, operations, techniques, tools, materials, and/or equipment appropriate to area of specialization; performs routine and/or repetitive tasks; limited decision making required; generally works under close supervision; has no or limited experience; work is performed from within specific limits of established procedures and/or defined instructions.

Minimum Qualifications

Experience: answering a business telephone using knowledge of business telephone procedures and etiquette; greeting individuals and providing information, in person or by telephone, in a business setting.

Knowledge, Skills, and Abilities

- Some positions require: experience operating a multiple-line telephone system; experience accessing data using a computerized records system; experience making change and cashiering.
- Knowledge or principles and processes for providing customer and personal services

Essential Functions

Key Responsibilities

60% of Time the Receptionist must:

- Employees in this classification will spend approximately 60% of their time greeting visitors and answering the telephone. Typically, office support tasks will comprise less than 40% of total work time.
- These positions greet and direct visitors to the appropriate area or staff and operate a central telephone console or multi-line system to receive and route calls. This involves recording telephone messages, screening calls as directed, asking questions to determine customers' needs, and directing visitors to appropriate staff or department.
- Incumbents in these positions may perform basic office support functions such as keyboarding, filing, and record keeping, but this is not considered the primary function of the position. Employees may provide non-technical information or instructions for forms completion, receive money and issue receipts, and perform mailing activities.

35% of Time the Receptionist

Determined by department needs

5% of Time the Receptionist

Perform other duties as assigned

Work Environment and Physical Demands

These positions require sufficient speech and hearing acuity to perform receptionist work. Some positions may involve standing for long periods of time and lifting up to 30 pounds.

Travel Requirement

Not applicable for Receptionist

Career Path

Customer Service Rep 1, Office Specialist 1 or 2

Additional training/education or equivalent experience, as well as business need, are required for movement into higher level jobs.

Disclaimer

Incumbent must perform the essential duties and responsibilities with or without reasonable accommodation. The above statements are intended to describe the general nature and level of work. Final employment offers are contingent upon a Final Candidate's successful completion of a Background Verification, and a determination by the University that the information derived from the Background Verification does not disqualify the individual. In addition, a Financial History Check and Motor Vehicle Record (MVR) Check may be required.