

<b>Job Title</b>	Front Desk Receptionist
<b>PVN ID</b>	CC-2002-003540
<b>Category</b>	Clerical/Office Services
<b>Location</b>	The CITY COLLEGE of NEW YORK
<b>Department</b>	Writing Center
<b>Status</b>	Part Time
<b>Hourly Rate</b>	\$15.61
<b>Hour(s) a Week</b>	0.00
<b>Closing Date</b>	Apr 20, 2020 (Or Until Filled)

## General Description

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The Writing Center is a busy tutoring center where students come in to work on their writing assignments. The front desk receptionist provides excellent customer service to a diverse student body and faculty in person, over the phone, and in writing. We are seeking an individual who is comfortable communicating in a professional and welcoming manner. Candidates with a flexible schedule and the ability to complete a variety of clerical tasks are preferred. Typical responsibilities include greeting students, scheduling tutoring sessions, and checking in students for appointments. The ideal candidate will be able to simultaneously manage the flow of students and answer multiple phone lines. Successful candidates should be able to work seamlessly with our team to uphold our policies and procedures.

## Other Duties

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- Scheduling appointments in person and over the phone using TutorTrac (training provided)
- Checking in students for appointments and walk-in sessions
- Answering inquiries over the phone; taking messages and forwarding calls
- Organizing the front desk and reception area
- Monitoring the computer lab; assisting students with simple computer and printer issues
- Keeping track of student and staff schedule changes
- Making copies; assisting in duplicating orders
- Inventory of supplies and print materials
- Stocking the staff break room
- Delivering documents to other departments on campus
- Assisting in special projects such as social media content, flyers, and other marketing materials

## Qualifications

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- Excellent customer service and communication skills
  - Proficiency in Microsoft Word, Excel, & PowerPoint
  - Prior office experience preferred
  - 3.0 GPA or higher
  - Ability to work 2-4 days/week for a total of at least 10 hours/week