



Job Title	Receptionist
PVN ID	VA-1811-002825
Category	Clerical/Office Services
Location	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS
Department	Operations Unit
Status	Full Time
Annual Salary	\$36,000.00 - \$38,000.00
Hour(s) a Week	35
Closing Date	Jan 16, 2019 (Or Until Filled)

General Description

LOCATION: 16 Court Street, Brooklyn, New York 11241

MISSION

The City University of New York (CUNY) is the nation's leading urban public university serving more than 540,000 students in matriculated degree, certificate and continuing education programs at 24 colleges and institutions in New York City. The Office of the Senior University Dean for Academic Affairs oversees a wide range of programs and initiatives at the University, including adult literacy programs, service learning, early childhood professional development, collaborative programs with the New York City public schools, workforce development and continuing education, as well as programs such as the CUNY Language Immersion Program (CLIP), Accelerated Study in Associates Program (ASAP) and CUNY Start. We build innovative educational and career development programs that strengthen and advance The City University of New York's commitment to promoting equity and mobility for its students.

GENERAL DESCRIPTION

The Receptionist will function as a member of the Operations team in the Office of the Senior University Dean for Academic Affairs (SUD). The primary role of the Receptionist is to create a welcoming and professional environment for visitors and staff of CUNY's Office of K-16 Initiatives located on the 3rd floor of 16 Court Street. The Operations unit is responsible for overseeing support services, logistics management, and planning and administrating operational workflow processes for SUD. The Receptionist will act as a liaison between program staff and the operations team to ensure the smooth and efficient running of the office and all ancillary operations. An understanding and appreciation of the significant importance of reception and always displaying

a positive, polite and welcoming attitude is imperative in order to be successful in this role.

Reporting to the Director of Operations, the Receptionist will:

- Welcome visitors by greeting them, in person or on the telephone; and responding to inquiries in a polite and professional manner.
- Assist and direct visitors by maintaining familiarity with K-16 programs and employees.
- Maintain a safe and clean reception area.
- Maintain inventory of office stationery and supplies at the reception desk and in the copy rooms.
- Ensure that staff receive mail, faxes and deliveries in a timely fashion.
- Maintain the upkeep of the pantry on the floor and replenishment of pantry supplies. Monitor cleanliness and upkeep of conference room and wellness room.
- Conduct regular walk-throughs of the floor and report any facility-related issue.

Other Duties

- Provide guidance and support to work-study students who support the Operations team.
- Ensure timely and accurate responses to inquiries and requests from CUNY staff.
- Maintain up-to-date staffing spreadsheets in accordance with staffing changes (new hires, exits, etc.).
- Check in with the Deputy Director of K-16 Initiatives on a weekly basis and report back any items that require follow-up to the Director of Operations. Maintain strong relationship and communication with K-16 Administration team members.
- May be assigned other tasks and duties reasonably related to their job responsibilities.

Qualifications

Required Knowledge, Skills, and Abilities:

- Friendly personality – approachable, outgoing, self-assured
- Good organizational skills: ability to prioritize, follow up and multi-task
- Flexible and resourceful at problem-solving
- Ability to work independently or as part of a team
- Attention to detail and high level of accuracy

Qualifications:

- Excellent communication and telephone skills.
- Strong written and verbal communication skills.
- Strong interpersonal skills; ability to maintain good working relationships office-wide.

- Good computer skills – experience using MS Office (Outlook, Word, Excel, and PowerPoint).
- Strong work ethic with a customer service orientation; enthusiastic team player.

Education and Experience:

- Minimum two years' experience in related clerical, administrative or reception position required.
- Associate's degree or higher, from an accredited college or university preferred.

***All applicants must include cover letter and resume.**

We are committed to enhancing our diverse academic community by actively encouraging people of all race, color, religion, gender, gender identities or expressions, sexual orientation, national origin, genetics, disabilities, age, or protected veteran status to apply. We take pride in our pluralistic community and continue to seek excellence through diversity and inclusion EEO/AA Employer.