

BRUNSWICK COMMUNITY COLLEGE

Job Description

Job Title: Switchboard Receptionist
Reports to: VP for Continuing Education

FLSA: Non-Exempt
Date: October 2015

The incumbent in this position is expected to support the College in achieving its mission and goals. Student focus, college services, and a willingness to assist as needed are expected from all employees.

GENERAL FUNCTION:

The Switchboard Receptionist operates the College switchboard and serves as the primary receptionist for the College providing outstanding customer service to the public, students, prospective students, and visitors.

ESSENTIAL DUTIES:

- Operates and maintains the College switchboard during the assigned hours. This will include receiving all incoming calls and transferring them to the appropriate individuals
- Functions as the primary receptionist for the College
- Serves as radio contact between campus personnel and maintenance, housekeeping, and security personnel
- Processes employee business cards and name tag orders
- Manages billing and payments for Fins Grill
- Data entry using databases and spreadsheets
- Serves as back up to the morning switchboard operator
- Provides administrative support to the Vice President of CEWD
- Creates requisitions
- Processes travel reimbursement and documentation
- Treats others respectfully, speaks to others courteously, and behaves in such a way that creates a workplace environment that is marked by trustworthiness, honest but polite communication, and interpersonal interactions that are both personally cordial and professionally appropriate
- Acts as a team player when working with any and all employees of the College
- Other duties may be assigned by supervisor

MINIMUM REQUIREMENTS:

- High school diploma or GED
- Experience operating a multi-level telephone system
- Demonstrated ability to work effectively with frequent interruptions
- Demonstrated record of exemplary customer service skills
- Experience producing databases and spreadsheets
- Proficient communication, reading, and writing skills

This is a part-time position. Hours are 12:30 pm to 7:00 pm with mornings as needed. A completed and signed Brunswick Community College application, transcripts, a letter stating your qualifications related to the position requirements, skills and abilities and résumé are required. Applications may be found online at www.brunswickcc.edu. Applicants should send all documents and inquiries to Employee Services, Brunswick Community College, PO Box 30, Supply, NC, 28462. Telephone: 910.755.7300.

BCC is an Equal Opportunity Employer