**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Receptionist

**Job Number:** SO-410

**NOC:** 1414

**Band:** 4

**Department:** Housing Services

**Supervisor Title:** Director, Housing Services

**Last Reviewed:** April 21, 2016

**Job Purpose**

*Briefly describe the main purpose of the position. In a few short sentences, a small paragraph at most, describe the position’s overall responsibility/services provided/role at Trent.*

**Key Activities**

1. Handles all receptionist duties in Housing Services, including personal inquiries, phone and voice mail messages, and email messages; responds to routine inquiries and reassigns non-routine inquiries to appropriate Housing staff.
2. Assists with data entry and filing of room assignments.
3. Completes departmental deposits; receives and records payments, reconciles with department deposit, data entry.
4. Prepares purchase orders and reconciles with departmental budget.
5. Orders keys for students in residence and charges students’ accounts accordingly.
6. Assists with distribution of residence information in mailings, packages, lists, etc.
7. Opens and directs incoming mail.
8. Maintains the filing system for the office, including financial, programming, administration and staff files.
9. Provides assistance to the Director, Housing through booking meetings, room bookings and review of correspondence and e-mail.
10. Provides assistance to the Residence Assignments Coordinator with processing of residence applications, Wallis Hall Apartments, student files, residence waiting list, cancellations/withdrawals from residence and residence check-in.
11. Provides administrative support to the College Residence Life Coordinators, including but not limited to attendance and note-taking at disciplinary meetings, when necessary; room bookings; arranging catering for special events and tracking in departmental budget; poster design and correspondence to students (relating to the residence community); and maintenance of student discipline records in conformance to Federal and Provincial privacy standards.
12. Provides administrative support to the Housing Services Advisory Committee, including but not limited to booking meeting rooms; taking minutes at meetings and distributing to committee members.
13. Respond to questions from students and landlords regarding Off Campus Housing; accept and reconcile payments; post and update ads on departmental website; update and maintain website.
14. Reviews monthly long distance billing for the department and maintains records.
15. Updates taxi authorization list annually, applies charges to student accounts for emergency taxi chits, and reconciles student charges with taxi provider invoices in the Taxi Service Program.
16. Orders office supplies as required.

**Education**

Secondary School Diploma and one-year of post-secondary education (college or university).

**Experience Required**

* One year of general secretarial/clerical experience.
* Excellent computer skills; Intermediate level proficiency with word processing (MS Word) and database/spreadsheet (MS Access/MS Excel) software; knowledge of Datatel an asset.
* Good written and oral communication skills.
* A clear understanding and demonstrated abilities for diplomacy and confidentiality required.
* Strong orientation toward serving students and good interpersonal skills.
* Ability to work enthusiastically both independently and as part of a team.
* Good working knowledge of administrative and office procedures.
* Excellent organizational skills.

**Responsibility for the Work of Others**

*Indicate whether the incumbent is directly or indirectly responsible for the work of others. Provide the title of the position(s) as well as an example of how the incumbent is responsible for the work of others on a daily basis. Specifically, indicate whether the position has responsibility for hiring and supervision of student workers.*

Direct Responsibility

N/A

Indirect Responsibility

N/A