

## **JOB DESCRIPTION**

**JOB TITLE:** Receptionist/Office Assistant

**PROGRAM / DEPARTMENT:** Administration

**REPORTS TO (Title):** Assistant to the Commissioner/Office Manager

**FLSA STATUS (Exempt or Non-Exempt):** NON-EXEMPT

**SUPERVISORY RESPONSIBILITY:** None

**POSITION SUMMARY:** Receptionist/Office Assistant position is responsible for greeting visitors and delivering exceptional customer service assistance. This entails answering calls and fielding accordingly, addressing visitor questions and needs, and providing an overall welcoming environment. This includes performing administrative duties, as needed, and assisting the Office Manager with various office tasks.

### **ESSENTIAL FUNCTIONS:**

Serve as the primary telephonic receptionist, routing calls to the appropriate staff members.

- This position is the voice and face of the Association.
- Reviews telephonic messages left to voicemail and routes messages to the appropriate staff members.
- Answers incoming calls in a reasonable time period.
- Answers general questions regarding dates of events, clinics, championships, conferences for the NCHSAA, NCCA and NCADA, related events, or other general Association information, with confidence.
- Directs callers to the correct organization, if not the NCHSAA (i.e. NCCA, NCADA, DPI, or other pertinent entity) and provides contact information at those other organizations including their telephone number, web address, and/or contact name.
- Provides general information relative to NCHSAA event sites/venues, ticket prices, fax numbers, email addresses for information transmission, and website direction with confidence.
- Serves as the primary greeter of visitors to the NCHSAA office.
- Welcomes guests in a professional and friendly manner and directs guests to the appropriate NCHSAA staff member for service.
- Inquires with guests regarding who they are requesting to see and notifies appropriate staff member (does not send guests to offices unless instructed).
- Screens any unsolicited drop-in visitors via the NCHSAA phone security system; must be able to handle insistent and/or difficult people.

### **OTHER FUNCTIONS** *(Note: These functions must not interfere with the essential duties of this position.)*

- Assists staff with preparation of meeting space(s) and other functions when office is being used by internal/external groups.
  - Preparation of materials and supplies for various meetings (i.e. Board of Directors, Education & Athletics, and other advisory groups).
- Assists staff with clerical needs or special projects that may arise.
  - Mailings, pre-championship packing of credentials or coaches' packet materials and similar tasks
  - Assist staff with loading/unloading of materials and packages, as necessary
- Other office tasks as requested - Must be submitted through the Office Manager/Assistant to the Commissioner for scheduling/prioritization to ensure main job duties are not compromised.
- Nothing in this job description restricts management's right to assign or reassign duties and Responsibilities to this job at any time.

**EQUIPMENT USED:**

- Telephone
- Intercom system
- Security system
- Copiers
- Laminating machine
- Mail Machine

**WORKING CONDITIONS:**

- Work is completed from a desk station near the front entrance of the NCHSAA building located at 222 Finley Golf Course Road, Chapel Hill.
- The individual in this position will serve the NCHSAA in a part-time role, Monday through Friday, no more than 30 hours per week.
- This position may either be one 9:00am – 3:00pm position or two daily shifts of 8:00am-12:00pm and 12:00pm to 4:00pm. A thirty (30) minute unpaid lunch hour is required for the 9:00am-3:00pm shift.
- Performance of this job will be evaluated by the Office Manager/Executive Assistant to the Commissioner in accordance with the provision of the NCHSAA policy manual and assessment instruction for administrative personnel.
- This position is part-time as defined by the NCHSAA Employee Handbook (under 30 hours per week) and is not eligible to receive employee benefits. Overtime is not available for this position.

**PHYSICAL AND MENTAL REQUIREMENTS:**

- Medium Work: Exerting up to fifty pounds of force occasionally, up to twenty pounds of force frequently, and up to ten pounds of force as needed to move objects.

**EDUCATION AND EXPERIENCE REQUIREMENTS:**

- High School diploma or equivalent and at least one year of office assistant or clerical experience or an equivalent combination of training and experience.
- College Degree encouraged

**KEY COMPETENCIES:**

- Sound written and verbal communication skills
- A friendly demeanor with capacity to engage in conversation with visitors/guests
- Good listening skills and ability to ask pertinent questions which aid in determining how to route calls
- Demonstrated success in maintaining composure and effectiveness in the face of competing and multiple demands
- Ability to juggle multiple tasks and responsibilities while taking full ownership of work
- Sound time management skills
- Dependability and attention to time and established work schedule

**LICENSES AND KNOWLEDGE REQUIREMENTS:** Ability to learn the existing telephone/intercom and security systems to be able to perform the job responsibilities.