



Students' Association of Red Deer College

Job Description

Job Title: Receptionist
Reports to: Programs & Services Coordinator
Direct Reports: N/A

JOB SUMMARY

The Receptionist shall be responsible for supporting the Association's front-line services and providing administrative support to Executive Council and staff.

DUTIES AND RESPONSIBILITIES

Clerical/Reception

- Ensures Association Members, visitors, clients, and other guests are assisted and/or directed to the appropriate offices
- Answers, screens, and re-directs main line calls and email inquiries
- Assist with the delivery of all Association Programs & Services, including the Used Bookstore, Lockers, Transit, Food Bank
- Responsible for opening and closing the Association office
- Ensures that mail is picked up, delivered, and sent out daily
- Ensures all pertinent events and closures are posted on Outlook calendars of Executive Council and staff
- Orders office supplies as needed
- Maintains supplies and places service calls as needed for office equipment (copiers, registers, etc.)
- Assists the Operations and Finance Manager with daily duties such as filing source documents

Student Groups

- Provide support to the Vice President Community & Wellness and Programs & Services Coordinator as needed
- Assists student groups with room & table bookings, mail delivery, banking, and general inquiries

Other

- Maintains an understanding of the Association Bylaws and policies
- Other duties as determined by the Programs & Services Coordinator or Executive Director

QUALIFICATIONS

Education & Experience

- Experience with Microsoft Office (Word, Excel, Outlook)
- Experience working in a fast paced environment
- Customer Service experience
- Preference will be given to an RDC student (must be available between noon and 4:30 pm, Monday to Friday)

Skills & Abilities

- **INITIATIVE:** Possesses creativity and open-mindedness in developing strategies and delivering Association goals.
- **RESPONSIBILITY:** Demonstrates moral, ethical, and fiscal responsibility.
- **FLEXIBILITY:** Demonstrates ability to perform multiple tasks in an environment where priorities can change rapidly.
- **PARTICIPATION:** Establishes relationships and maintains a positive working relationship with students, staff, and clients.
- **CONSIDERATION:** Recognizes and fosters a culture of acceptance and inclusiveness.
- **TEAMWORK:** Works cooperatively and effectively with others to set goals, resolve problems, and make decisions that foster organizational goals.
- **EFFICIENCY:** Sets priorities, develop a work schedule, monitor progress, track details, and data.