MUHLENBERG COLLEGE

ALLENTOWN, PA

Position Title: Clerical Assistant/Receptionist
Supervisor: Admissions, Dean
Classification: Staff Associate (non-exempt, constant monthly pay, 1755 hours/year)
Schedule: 35 hours/week during academic year, 30 hours/week during summer

This person, under the supervision of the Dean of Admission and Financial Aid, provides clerical support for the operation of the office with primary emphasis on personal contacts with visitors to the Office of Admissions and managing the two outside telephone lines. The person in this position has extensive public exposure and is often the first contact visitors have with the College.

Characteristic Duties & Responsibilities:
A. Greets and assists visitors coming into the Office of Admissions and serves as primary telephone operator and receptionist managing two outside lines.
B. Manages the schedule of interviews, information sessions and tours for prospective students and their families.
C. Confirms visitation appointments with individuals/groups.
D. Generates the "Daily Schedule" of office activities.
E. Assists staff with clerical projects.
F. Assists with office projects as work station allows.

Qualifications:
1. A High School diploma or an equivalent combination of education and experience from which comparable knowledge and abilities can be acquired.
2. Demonstrated experience in managing a multi-line phone system.
4. Attention to details.
5. General clerical skills.
6. Demonstrated strength in relating to prospective students and their families, current students and college personnel in a professional, pleasant and confidential manner.
7. Excellent interpersonal skills and a sense of humor required.

07/2013