



### JOB INFORMATION

Job Code:	111007
Job Title:	Receptionist
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	Administrative/Clerical Support
Job Family Group:	Administration
Management Level:	7 Individual Contributor

### JOB SUMMARY

Greets and assists visitors. Answers telephones and provides appropriate information. Performs clerical tasks, as assigned. Works in environment having demanding workload, complex telephone system or switchboard and/or where information of a more complex nature must be accurately provided to callers.

### JOB QUALIFICATIONS:

#### Education

Req	Pref	Degree	Field of Study
X		Less than high school	
	X		

#### Additional Education

*Check here if experience may substitute for some of the above education.*

X Combined experience/education as substitute for minimum education

#### Work Experience

Req	Pref	Work Experience	Experience Level
X		<1 year	
	X	1 year	

#### Additional Work Experience

*Check here if education may substitute for some of the above work experience.*

#### Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience as a receptionist or comparable clerical experience.
	X	Experience as a receptionist.

#### Other Job Factors

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Greets visitors and ascertains name and other pertinent information. Determines nature of visit. Directs or escorts visitor to specified destination, as needed. Notifies appropriate employee of visitor's arrival. Maintains log of all visitors including name, affiliation, date and time of visit.				
Answers telephone(s). Screens and forwards calls. Responds to questions about department operations, as appropriate. May discern appropriate information through computer or hard copy files, university or department publications and guidelines and/or personal knowledge. Routes calls for employees, as appropriate. Accurately takes and delivers messages. Maintains log of all calls requiring further action.				
Accepts and signs for packages addressed to department. Delivers package(s) to addressee or notifies addressee of package arrival. Receives and sends out messenger or courier items.				
Performs a variety of routine clerical tasks (may include processing of incoming and outgoing mail, sending and delivering fax messages, arranging for and maintaining logs for package pickup and delivery, transmitting information or documents to employees using a computer, mail or fax, photocopying and collating, filing, etc.), as time permits.				
Assures that reception area is clean and orderly.				
Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.				

## Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			No

## ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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Print Manager Name

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Signature

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Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.