



## CAREER CENTER

The University of Alabama at Birmingham

### **Job Title:** Reception Assistant

Reception assistants in the career center work on the front office for customer service and troubleshooting issues. Their role is essential to the daily functions of the office and the positive reputation and attitude we portray to students, employers, campus administrators, and the public.

### **Reception Assistant responsibilities include:**

- Answering a multi-line phone system and being proficient in multiple computer applications
- Scheduling and checking in appointments for students using Handshake
- Greeting and directing employers and visitors
- Responding to the departmental email account
- Assisting the director and staff with a particular project

### **Career competencies or skills you will gain as a reception assistant include:**

#### Critical Thinking

- Refer students and visitors to appropriate staff and resources
- Direct questions and issues other campus departments

#### Communication

- Respond to general inquiry emails
- Interact and communicate with a variety of customers/visitors

#### Teamwork

- Assist in training new co-workers and communicate with them on policies and procedures
- Work closely with co-workers to complete tasks, including special projects

#### Equity and Inclusion

- Communicate and interact appropriately with students and visitors of all backgrounds and experiences
- Use compassion and sensitivity when answering questions and relating to others

#### Career and Self-Development

- Interact and meet with department staff to develop and work on career goals
- Utilize department resources to strengthen resume and interview skills

#### Professionalism

- Provide excellent customer service at all times
- Be prompt, timely, and diligent in arriving at work and responding to questions and requests

#### Leadership

- Work with co-workers and supervisors to hone leadership skills and be responsible
- Act with initiative and motivation to complete tasks and represent yourself and your office professionally

#### Technology

- Become knowledgeable and proficient in department and university resources and services
- Utilize computer applications, such as Handshake, to accomplish tasks and goal



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**Qualifications:**

- Desire to become knowledgeable and proficient in department resources and services
- Strong written, verbal, and customer service skills
- Creativity, work ethic, initiative, and productivity with minimal supervision
- Minimum GPA of 2.75