Amherst College
Office of Human Resources

JOB DESCRIPTION

Title: Office Assistant/Receptionist (Casual Position, No Benefits)

Department: Development                   Reports to title: Elaine Reilly

Full Time:       Part Time: ✓     Date Prepared: 9.25.19

Job Group & Level: N/A  Regular Daily Work Schedule: 1:30 pm to 4:30 pm

Pay Type: Weekly ✓       Monthly       Months Per Year: 12       Hours Per Week: 15

(Summer Months) Months Per Year:       Hours Per Week:       

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1. **Summary of Position:**

The Office Assistant/Receptionist provides reception to alumni, parents, students, faculty and external constituents. Assists with data entry projects, mail distribution, and general office support. The assistant takes appropriate actions to support a diverse workforce and participates in the College’s efforts to create a respectful, inclusive, and welcoming work environment.

Work Schedule – Monday through Friday 1:30 pm – 4:30 pm. Hours may be flexible and additional hours may be available depending on operational needs.

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2. **Principal Duties and Responsibilities:**

**95% RECEPTION / GENERAL OFFICE SUPPORT**

- Greet guests and deliveries that arrive at the reception desk.
- Answer caller's basic questions and forward other calls to appropriate people.
- Maintain the reception area and other office areas in a neat and inviting appearance for visitors.
- Be familiar with online resources available to alumni and be able to assist with questions such as using the alumni directory.
- Enter a variety of biographical data including but not limited to address changes, email addresses, marital status, children, and employment.
- Assist with data entry projects such as data clean up, entering contacts and remarks, event attendance, social media data collection, cleaning up duplicate records, etc.
- Open mail and distribute accordingly.
- Provide administrative support as needed for others in Leadership Giving and Donor Relations.

**5% Other Duties**

- Perform other duties/functions as requested

All employees are expected to participate in the College’s efforts to create a respectful, inclusive, and welcoming work environment.

3. **Internal-External Interaction/Communication:**

This position communicates regularly with others in the office, staff across campus, faculty, vendors, alumni, students, parents of alumni and students, others in community.

4. **Education:** (include certifications and licenses)

Required: High School Diploma or equivalent

Preferred: Associate’s Degree

5. **Experience:** (List specific skills necessary to perform this job)
• 1 year related experience
• Sensitivity to issues of confidentiality
• Attention to detail
• Strong organizational, time management, interpersonal, customer service, and written and verbal communication skills
• Ability to take initiative, work independently and collaboratively
• Proficient in Microsoft office and ability to learn new software

6. **Environmental and Physical Demands:** (Please describe the work environment and unusual physical demands, i.e. lifting requirements.)

Office environment: sitting and standing; able to carry, push, pull and lift up to 10 pounds and sometimes up to 35 pounds (e.g., materials for programs); repetitive motions including hands, fingers and wrists; visual – normal concentration.

7. **Decision Making:**

Determines how to carry out job responsibilities, makes operational decisions following established guidelines, procedures and policies. Decisions are regularly reviewed by supervisor.

8. **Supervision Exercised/Received:**

Position require minimal supervision from supervisor.

Supervisory Responsibility: Yes _________ No ✔_______

Number of Employees Supervised: __