



Amherst College
Office of Human Resources

JOB DESCRIPTION

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

Department: Alumni & Parent Programs/Advancement

Reports to title: Sara Kibbey, Executive Assistant

Full Time: _____ Part Time: _____ Date Prepared: 11.13.2018

Position Grade: _____ Regular Daily Work Schedule: 1:30 to 4:30

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

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

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.

2. Principal Duties and Responsibilities:

65% RECEPTION

- Greet guests and deliveries that arrive at the reception desk.
- Answer caller's basic questions and forward other calls to appropriate people. Be familiar with online resources available to alumni and be able to assist with questions such as using the alumni directory.
- Maintain the reception area and other office areas in a neat and inviting appearance for visitors.
- Open mail and distribute accordingly.

30% Office Support

- 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.
- Provide administrative support as needed for others in the Office of Alumni and Parent Programs

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:

Moderate supervision received from supervisor.

Supervisory Responsibility: Yes _____ No ✓_____

Number of Employees Supervised: ____