Front Desk Receptionist
Associate in Arts Program
University of Delaware, Downtown Center
13th East 8th Street, Wilmington, DE

Position Description:

The Front Desk Coordinator is heavily focused on customer service for all visitors, students, staff, and faculty. The right individual would have to be a morning person who will have the building open and all classrooms ready for an early start. The most important aspect of this position is to guarantee that all faculty have what they need to complete a successful class. This individual will assist the building manager in all functions of running the building, as well as assignment of classrooms for each semester, week or even daily reassignments.

Specific Duties:

- Provide customer service for all visitors, students, staff, and faculty
- Maintain the electronic directory of all classes in the lobby of the building
- Ready building and classrooms for the early morning open and closings
- Assist the building manager with duties as required
- Maintain vending machines and lobby, vestibule area
- Keep constant watch over those entering the building
- Assist in coordination of all building events
- Distribution of parking validations as needed
- Archive files

General Duties:

- Greets and directs visitors; answers phones and takes messages; reviews and routed mail; assists students with all needs, answers questions requiring knowledge of terminology, organization, supervisor’s responsibilities, etc.
- Maintains inventory of supplies and equipment.
- Basic word processing, spreadsheet and database computer applications. Maintains office files.
- Resolves routine questions and problems and refers more complex issues to higher levels.

Position Details:

Part-time position, Fridays from 7 am-4:30 pm and some evenings 5 pm-8:30 pm and occasional Saturdays 8 am-4 pm, and fill-in as necessary. This miscellaneous wage position does not include university benefits. We are located at 13 East 8th Street, Wilmington, DE 19801. Please send resume, one page cover, and three references with names, telephone numbers and addresses to: leemac@udel.edu.

Employment offers will be conditioned upon successful clearance of a criminal background check. A conviction will not necessarily exclude you from employment.

The University of Delaware is an Equal Opportunity Employer which encourages applications from Minority Group Members and Women. The University’s Notice of Non-Discrimination can be found at http://www.udel.edu/aboutus/legalnotices.html. For additional information regarding these positions please visit the UDJOBS website at www.udel.edu/jobs.

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