

# UNIVERSITY OF DALLAS

Job Number: 12238UD

Receptionist

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## WHO WE ARE

The University of Dallas (UD) is a Catholic liberal arts university known for its excellence in academics. We have consistently ranked as one of the top regional universities in the country, holding a place on both U.S. News & World Report's list of the Best Regional Universities (West) and Forbes' Best Value Colleges. We are dedicated to and guided by our [Mission](#) and thrive on professional development, a family-oriented environment, our rich traditions, and exceptional employee benefits.

## JOB DESCRIPTION

UD is currently seeking a Receptionist to provide excellent customer service via telephone and email to all prospective students, applicants, guidance counselors, and parents regarding the status of applications for admission and financial aid, transfer credit evaluations, and general inquiries. Additionally, this person plays a significant part in coordinating prospective student visits to campus, often referred to as the "Director of First Impressions."

## PRIMARY RESPONSIBILITIES

### Receptionist Duties:

- Answer phones, take information on inquiries, transfer calls to appropriate offices, and take messages. Responsible for two outside lines and one 800-line. Must answer phones in a timely manner, ensuring that every phone call is answered within three rings.
- Maintain a professional, welcoming, and customer service-oriented environment. This includes professional attire, welcoming guests and visitors, and minimizing socializing and the noise level at the front desk. Ensure the desk and surrounding areas are clean, presentable, and organized.
- Work closely with student ambassadors to greet visitors and ensure all guests receive an exceptional customer service experience upon visiting the campus.
- Provide appropriate information to drop-in visitors and those with appointments. Offers visitors a seat and notify staff of their appointment's arrival. Answer questions of walk-in visitors or request another staff person to assist them.
- Filter emails received from the main Office of Undergraduate Admission & Financial Aid email address. Respond or route incoming emails to the proper person within one workday.
- Responsible for submitting invoices for payment, maintaining the budget, and logging invoices in the database.

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- Assist members of the Leadership team with various office tasks, including, but not limited to, scheduling meetings, maintaining an RSVP binder for Admission Counselors for events held on and off-campus, and entering inquiry cards.
- Process all campus facilities work orders for the Office of Undergraduate Admission & Financial Aid.
- Attend weekly staff meetings.
- Perform general office duties, typing, filing, faxing, and copying as assigned.
- Prepare Check Request Vouchers and submit invoices for payment.
- Other duties as assigned to ensure the efficient and effective operation of the Office of Undergraduate Admission.

## MINIMUM REQUIREMENTS

- A High School diploma or GED required. Bachelor's degree preferred.
- Experience customer-facing role, preferably in a higher education setting.
- Experience related to multi-line switchboard handling inbound and outbound calls.
- Strong organizational skills and administrative skills, with high attention to detail.
- Proficient in MS Office, particularly with Word and Excel.
- Ability to use Google Mail/Outlook.
- Excellent written and verbal communication skills.
- Excellent customer service and interpersonal skills.
- Demonstrated professionalism and tact.
- Ability to work independently and as a team.
- Ability to work under pressure and handle emergency situations.
- Ability to take initiative and possess strong problem-solving skills.
- Flexible, with the ability to work with distractions and adjust to change.

## PREFERRED QUALIFICATIONS:

- Spanish speaking preferred.

**SALARY RANGE:** Up to \$17 per hour

## BENEFITS

UD provides competitive pay and benefits, including eligibility to participate in medical, dental, life, and disability insurance; employee events; a health and wellness program; a free fitness center; competitive leave programs; tuition benefits for employees and their families; and matching retirement plan contributions.

If this sounds like the job for you, apply online at: <https://hr.udallas.edu/apply/>

The University of Dallas seeks to recruit, develop, and retain faculty, staff, and administration of the highest caliber.

The University is an Equal Opportunity Employer, and encourages applications from female and minority candidates and others who will enhance our community and advance our Mission.