



Urban College of Boston Federal Work-Study Job Description

Job Title (not abbreviated):	Receptionist
Department:	Enrollment
Reports To:	Allison Matthews, Dean of Enrollment
Supervision:	Allison Matthews, Dean of Enrollment
Hours:	4 positions available, range from 6-12 hours/week (34 weeks)
Date Created/Revised:	8/29/18
Incumbent:	N/A

General Description:

UCB focuses on welcoming every student, prospective student, faculty member, staff member, community member, or visitor who comes through our doors. The role of this position is to welcome people as they come into UCB, answer questions, direct people to the appropriate location or department, and help with other office tasks upon request.

Specific Duties and Responsibilities:

- Greet visitors, staff, faculty, students, and community members.
- Answer questions or help students connect with the person who can answer their question.
- Direct people to the appropriate location, department, individual, etc.
- Assist with various tasks from the Enrollment Department (e.g., putting mailings together).

Requirements:

- Excellent customer service skills.
- Must have strong personal communication skills and a desire to be a welcoming face of UCB.
- Bilingual (English/Spanish or English/Mandarin) preferred but not required.

Education / Training:

- Minimum of High School Diploma or equivalent credential.
- Must be enrolled in at least two UCB courses and maintain a C average or above.