

Citrus College

Position Description

Position: Guest Relations Assistant	Position Number:
Department/Site	FLSA: Non-exempt
Evaluated by:	Salary Range: 10

Summary

Performs reception and guest services duties that contribute to pleasant seating, reading, and media viewing environment for students and other visitors. Provides or arranges for hosting of campus events including setup and service.

Distinguishing Career Features

The Guest Relations Assistant represents a customer service oriented position. Work is generally focused in these areas: host/hostess of a student or event center, arranging reading materials, cleaning and rearranging of furniture, scheduling of use of the center, cashier services, and general clerical support. Advancement is possible to Administrative Clerk and other career paths based on need and compliance with the position qualifications.

Essential Duties and Responsibilities

- Greets students and other visitors, explains features within a student or guest center and directs them to the appropriate person or service.
- Arranges for printed materials such as college and community information, newspapers, magazines, and interest materials.
- Sets up furniture to optimize combined center uses such as television, reading, and browsing.
- Assists with scheduling use of the center.
- Assists with events that involve arranging for seating, food and beverage, multimedia equipment, and registration.
- Types (keyboards) from copy or standing instructions, forms, memoranda, routine correspondence, and structured reports using established formats.
- Answers a multi-line telephone and serves as receptionist to serve customers. Answers common inquiries and provides basic information about programs and procedures.
- Prepares documents and information packets from established formats such as those used by faculty, and routine communications for administrative purposes.
- May provide limited cashier services such as making change and exchanging checks for cash.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ **Knowledge and Skills**

Requires a basic knowledge of host/hostess and hospitality service for a public use area. Requires basic modern office practices, procedures, and equipment including receptionist and telephone techniques and etiquette. Requires basic knowledge of data entry techniques. Requires a working knowledge in the use of common personal computer-based office productivity software such as word processing and intranet/internet access. Requires sufficient arithmetic skills to perform columnar calculations, decimals, fractions, etc. Requires sufficient knowledge of English language, grammar, spelling, and punctuation to prepare routine correspondence and internal memoranda. Requires sufficient human relation skills to greet and work cooperatively with others, inside and outside the college.

▪ **Abilities**

Requires the ability to perform the duties of the position under general supervision. Requires the ability to learn, understand and apply College rules, policies, procedures, and terminology used in the department of assignment. Requires the ability to use a personal computer for word processing and intranet/internet. Requires the ability to operate standard office machines. Requires the ability to communicate with peers and other College staff or public in a manner reflecting positively on the department and College. Requires the ability to work varying shifts.

▪ **Physical Abilities**

Must be able to function indoors engaged in work of primarily a sedentary to moderately active nature. Requires the ability to use near vision to write and read printed materials and computer screens, and to observe patrons in a public gathering facility. Requires the ability to use hearing and speech for ordinary and telephonic conversation. Requires ambulatory ability to sit, stand and walk, often for long periods of time, move about campus locations, and to reach work materials. Requires the ability to bend, stoop, and reach to perform minor cleaning, and place items on shelves. Requires the ability to use manual and finger dexterity to type/keyboard and/or operate mouse and/or otherwise operate a microcomputer and other equipment.

▪ **Education and Experience**

The position requires a high school diploma supplemented by course work in general office skills and 1 year of experience in hospitality, general clerical, or related environment.

▪ **Licenses and Certificates**

May require a valid driver's license.

▪ **Working Conditions**

Work is performed indoors where minimal safety considerations exist.