



STUDENT JOB DESCRIPTION

JOB TITLE: Receptionist/Resource Area

WORK AREA: Front Desk/Resource Area at the Worthington WorkForce Center

HOURS: 20 hours per week

TYPICAL WORK HOURS Daytime Evening Weekends
(Check all that apply)

JOB RESPONSIBILITIES/DUTIES:

Provides general office support and assists customers in the Resource Center. The receptionist will be responsible for answering incoming calls, directing calls to appropriate staff, assisting customers with computers/job search in the Resource Center, working with employers, mail distribution, flow of correspondence, as well as additional clerical duties.

1. Answers telephones and directs the caller to the appropriate staff. Will transfer a caller to a staff's voice mailbox when staff is unavailable.
2. Greets and assists customers as needed. This could include giving out applications, assisting with using a computer, or helping with the coordination of employer interviews.
3. Takes and retrieves messages for various personnel.
4. Provides callers with information such as company address, directions to the company location, company fax numbers, company website and other related information.
5. Receives, sorts and forwards incoming mail.
6. Coordinates the pick-up and delivery of mail and express mail services (FedEx, UPS, etc.)
7. Assists with other related clerical duties such as photocopying, faxing, filing and collating.

QUALIFICATIONS:

- Customer service skills
- Computer skills needed include, at minimum, Microsoft Windows and Excel.
- Ability to communicate with tact and confidentiality.
- Ability to accurately follow oral and written instructions.
- Bi-lingual skills desired, but not required.
- General knowledge of the programs and services provided by the Southwest Minnesota Private Industry Council and the WorkForce Center are helpful.

Will this position require any driving of Minnesota West owned vehicles or a personal vehicle?

Yes No

If you checked yes, please be aware that additional paperwork is required before the student is asked to drive.

ALL WORK STUDY EMPLOYEES WILL RECEIVE A PERFORMANCE REVIEW UPON COMPLETING 40 WORK HOURS.

WAGE RATE: \$13.00 per hour

NUMBER OF STUDENTS NEEDED: X Academic Year X Summer (June-August)

TO INTERVIEW FOR THIS POSITION, CONTACT:

Supervisor: Rebekah Skogen, Minnesota West

Location: Nobles County Government Center, Worthington, MN

Phone: 507-223-1330

Email Address: Rebekah.skogen@mnwest.edu

Off Campus Positions:

Department: Worthington WorkForce Center, Southwest Minnesota Private Industry Council, Inc

Mailing Address: Nobles County Government Center
318 – 9th Street
Worthington, MN 56187

Start Date: July 1, 2020