SUMMARY:

As part of the Department of Student Recruitment, the Welcome Centre acts as the primary phone and on-campus, in-person contact for prospective students. It operates the Campus Tours Program, and is a highly visible public service on campus. Often acting as the first point of contact for visitors, the Welcome Center strives to make the best first impression. The centre is staffed by service oriented individuals who provide the highest quality of assistance to visitors, prospective students and their families, as well as current students and the UVic community. The Welcome Centre provides assistance with the navigation of: the university’s physical and administrative structure, the services UVic provides, and to some extent, the larger community of Greater Victoria. It acts as ongoing orientation and support for people as they integrate into the university community at the onset of, and throughout their association with UVic.

Reporting to the Acting Student Recruitment Manager, the Welcome Centre receptionist provides the highest level of frontline customer service, answering in-person, telephone, and email inquiries. The receptionist is highly knowledgeable about the UVic and is expert at navigating the campus, the internet and the administrative structure and services of the university, as well as having a good level of knowledge about Victoria and its surrounding communities. This position provides information, directions, and assistance to all who visit the Welcome Centre. It is imperative that the receptionist keep up to date and abreast of the multitude of service point contacts, as well as general procedures and policies of the individual service delivery units. The receptionist screens inquiries thoroughly and skillfully in order to give the appropriate response and/or to make the correct referral. This person is customer service minded and an integral part of maintaining a service culture in the Welcome Centre. The receptionist is expert at communicating with and assisting people who may be experiencing difficulties in navigating the multitude of UVic systems. Confidentiality and sensitivity must be exercised at all times as interactions may divulge information of a personal or sensitive nature.

Duties include: daily opening and closing of the Welcome Centre reception; opening and distributing the mail; maintaining a filing system, assisting with booking campus tours and drop-in appointments for visitors; inputting and retrieving data from the Ellucian Recruit event booking system; compiling data and generating reports, ordering and preparing materials for programs and special events; relieving co-workers for breaks including the switchboard operator; assisting other staff, and performing other duties of similar scope and nature. On occasion the receptionist will be required to conduct a campus tour. Normal hours: 8:30 am to 4:30 pm Monday through Friday.
### MAJOR RESPONSIBILITIES AND DUTIES:

#### 1. Responsibility: Front desk reception -60%

**Duties:**
- Assist clients directly by answering questions, looking up information, providing clear direction, and making appropriate referrals which may require at times confirmation of correctness and the availability of the service at the time that the referral is made.
- Handle large volumes of inquiries and be able to provide fast and friendly service both on the phone and in person. During peak times there may be line ups, for a few hours at a time. This will require focus and attention to detail to make quick decisions and provide correct direction.
- Multi task and assist several clients at a time, on the phone and in-person. This will require intense concentration and tracking of where clients are in the process of getting their needs met.
- Using a simple tally spreadsheet, track daily, and record the number of visitors, inquiries and people served.

#### 2. Responsibility: Campus tours and recruitment consultations support – 10%

**Duties:**
- Assist visitors with booking a tour in the Recruit online system. Speed and accuracy are essential as this information is often secured during a conversation over the telephone and errors may impact on the ability to communicate and confirm arrangements.
- Book a Recruiter for the tour presentation/Q&A session. This requires some persistence and diplomacy as Recruiters schedules and plans can change at the last minute and at times a replacement must be found quickly.
- Book drop-in prospective students for an individual consultation with a Student Recruiter.
- Assist the Campus Tour Coordinator with group tour arrangements.
- Assist with the preparation of tour information materials.
- Assist with or conduct a campus tour.

#### 3. Responsibility: Provide coverage for colleagues breaks and absences – 15%

**Duties:**
- Cover switchboard during coffee and lunch breaks, and during planned and unplanned absences such as medical appointments, and vacation.
- Cover for full-time receptionist during vacation or other absences.

#### 4. Responsibility: Administrative support 5%

**Duties:**
- Receive, open, distribute, and redirect mail as required.
- Order supplies.
- Maintain office equipment by making arrangements for repair or servicing e.g.: copier, audio/visual equipment.
- Maintain an online filing system.
- Take minutes at staff meetings.
- Maintain a booking calendar system to book the Welcome Centre presentation and consultation rooms
- Book space and equipment for programs and special events.
- Make catering arrangements.
- Order, reproduce, collate and organize program materials.
- Assist with hosting special events.

#### 5. Responsibility: Perform data entry, generate reports -5%

**Duties:**
- Compile data and generate reports for space usage and visitor numbers by category.

#### 6. Responsibility: Monitor and support student staff - 4%

**Duties:**
- Provide tour guides with last minute direction or reminders that typically regard tour assignments, tour routes, timing and end points.
- In the absence of the Campus Tour and Program Coordinator, supervise tour guides and volunteer student staff.

7. **Responsibility**: Open and close reception desk – 1%

**Duties:**
- Arrive in a timely manner to open the reception area at the start of each business day.
- Close the Welcome Centre reception at the end of each day ensuring that it is properly locked and secured.
- Must exercise discretion when closing to ensure that any remaining visitors are adequately served before ceasing operation for the day.

**REQUIRED QUALIFICATIONS:**

**Skills:**
- Outgoing and personable.
- Ability to handle a large volume of inquiries often under pressure, with accuracy, speed and attention to detail.
- Strong keyboarding ability to support quick researching of information on the internet.
- Ability to work well with coworkers in a team environment.
- Proven organizational, prioritization skills.
- Excellent interpersonal and communication skills.
- Professional manner exercising good judgment, confidentiality, diplomacy and tact.
- Ability to defuse tense or unpleasant situations by skillful communication and interaction.
- Punctual.
- Ability to work independently, and be flexible and responsive to constituent needs.
- Skillful at determining when an issue should be referred to a higher authority.
- Highly service oriented with a willingness to assist in maintaining a client focused environment.
- Able to lift boxes of printed material weighing 10 - 12 kg.
- Understanding of appropriate attire and grooming for a business environment.

**Specialized Knowledge/Education:**
- Demonstrated ability with MS word, excel, outlook email and calendar and operating a multiline phone/switchboard. Experience working with databases and knowledge of the Ellucian Recruit system, the web registration system.
- Good overall familiarity with the university and specialized knowledge of services, contacts and general procedures.
- Expertise in navigating the web.
- Secondary school diploma. Some post-secondary education would be a definite asset.

**Experience:**
- 1 year of customer service experience, or related work experience in a comparable position and experience using related office computer programs and equipment. Previous work experience at UVic or a comparable work environment including some administrative support related experience. Experience working with and guiding students and/or volunteers would be an asset.

<table>
<thead>
<tr>
<th>Employee’s Signature:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervisor’s Signature:</td>
<td>Date:</td>
</tr>
</tbody>
</table>