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## **University Center of Lake County Position Description for Part-Time Receptionist**

### General Responsibilities

The part-time receptionist provides program and building support during evening and weekend courses at its Grayslake facility. Responsibilities include providing support to faculty, answering phones, greeting students, and supporting Center staff through clerical and data entry assignments.

These are weekday evening and weekend positions. Hours to be covered (while classes are in session) are approximately 4:45-10 pm, Mondays through Fridays, plus 7:45 am to 5:30 pm on Saturdays and Sundays. Some weekend day or evening event coverage may be needed in excess of these hours. Any single receptionist will typically work one to two evenings per week and one weekend shift. The schedule will vary from semester to semester as our class schedule changes. Once a regular schedule is established, we will rely on the part-time receptionists to cover for each other if they wish to shift their schedule.

### Description of Duties

1. Answering phones and greeting students, faculty and visitors to the Center.
2. Entering bulletin and schedule requests into our database.
3. Orienting new faculty and students to our facilities, as needed.
4. Alerting the user support technician to any AV/academic technology problems that students or faculty report.
5. Passing along to the associate dean and the executive associate any other student or faculty concerns that arise.
6. Performing other clerical and data entry tasks as assigned.
7. Working cooperatively with the other part-time receptionists to provide continuous office coverage.
8. Locking classrooms and conference rooms as the classes end.

## Principal Working Relationships

Reports to:

Executive Associate for Financial and Administrative Management

Works cooperatively with:

- Associate Dean
- University Center Staff
- CLC Campus Security
- Faculty from Member Institutions
- Students

## Qualifications

- Ability to work independently with minimum supervision.
- Excellent customer service skills.
- Strong organizational and communication skills.
- Familiarity with technology used in instruction.
- Proficiency in MS Word, Access, Excel.
- Capability of handling a variety of tasks efficiently and simultaneously.
- Ability to function as a team player.
- Flexibility in scheduled work hours; evening/weekend hours vary by semester and by scheduled special events.
- Availability to work in Grayslake (and occasionally in Waukegan as needed) is preferred.

## Application Instructions

Send resume, cover letter, and the contact information for three references to:

Judy Hill  
Executive Associate for Financial and Administrative Management  
University Center of Lake County  
1200 University Center Drive  
Grayslake, IL 60030  
[jhill@ucenter.org](mailto:jhill@ucenter.org)  
Fax: (847) 665-4111.