

EDUCATION MINNESOTA

Position Description

POSITION TITLE: Receptionist (Job# 2021-24)
DEPARTMENT: Executive Office
SUPERVISOR: Associate Executive Staff
EMPLOYEE GROUP: United Staff of Minnesota (USM)
LOCATION: St. Paul Office
PROBATIONARY PERIOD: 9 Months
FSLA/GRADE LEVEL: Part-time / Non-exempt
HOURS: Mon. – Fri. 7:45 AM – 12:30 PM
– or –
Mon. – Fri. 12:15 AM – 5:00 PM

POSITION SUMMARY:

Under the direction of Associate Executive Staff (AES), the Part-time Receptionist (24 hours per week) provides telephone support for Education Minnesota's main phone line at the headquarters building, greets staff, members, visitors and guests, has visitors sign-in, verifies membership and provides general information. Highly visible position within the organization, ensuring a high level of service to members and visitors. Provides support for event setup at the headquarters building, monitors conference room bookings, and coordinates meal orders for meetings. Provides clerical support for AES employees.

Education Minnesota is a member-led labor union that has identified racial equity and social justice as primary organizational goals. All staff are expected to participate in ongoing training and discussions relating to how we can individually and collectively advance these goals.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

- Answer main telephone line for Education Minnesota and direct callers to the appropriate department or employee.
- Greet members, visitors and guests of Education Minnesota. Have them sign-in and verify Education Minnesota membership.
- Ensure members, visitors and guests are routed to the appropriate person, meeting room, or office.
- Report safety or security concerns.
- Monitor conference room reservations and quality assurance for meeting set-up.
- Update daily events board.
- Sort incoming mail.
- Coordinate meal ordering and catering for meetings at the headquarters building.
- Provide non-confidential clerical support to AES staff, primarily in the Executive Office.
- Provide support to various departments on an “as needed” basis.
- Other like or similar duties and responsibilities as assigned by the supervisor or department director.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES:

Required knowledge and specialized skills or abilities required to perform the essential functions of the job:

- Ability to efficiently answer a multi-line telephone system.
- Ability to interpret information and relay to the appropriate and key individual within the organization.
- Strong customer services skills.
- Ability to establish and maintain good relations with vendors.
- Excellent communication, telephone, and interpersonal skills.
- Ability to use good judgment when making quick decisions.
- Ability to work independently with little supervision.
- Ability to perform multiple functions simultaneously.

MINIMUM QUALIFICATIONS:

- Two (2) years of experience providing high volume in-person and telephone support.
- Two (2) years direct customer service/guest experience.
- Two (2) years in an office support position.
- Intermediate experience with Outlook, Word, Excel and PowerPoint.
- Proof of COVID-19 vaccination (vaccination card). If you have a medical exemption you will be asked to provide a written waiver from your medical provider. If you have a religious objections you will be asked to provide documentation stating your religious objection.

PREFERRED QUALIFICATIONS:

- Prior experience providing administrative support to management or executive leadership.

MACHINES AND/OR TOOLS OPERATED:

- Personal computer and software applications
- Internet and browser software
- Multiline telephone system
- Copier & fax machine
- Miscellaneous department tools, materials, and equipment
- Two-way radio

CONFIDENTIAL INFORMATION:

Maintain confidential information related to the organization, members and potential members, and staff.

PHYSICAL DEMANDS:

Work is in a general office environment. Employee is required to: talk and hear; frequently stand, walk and repetitively use hands dexterously (use fingers to handle, feel), reach with hands and arms, bend and physically, lift and carry up to 10 pounds; occasionally lift up to 50 pounds and infrequently travel by various conveyances (e.g., air, rail, auto).

OTHER REQUIREMENTS:

- Willingness to work overtime (including nights and weekends) as needed.

EDUCATION MINNESOTA IS AN EQUAL OPPORTUNITY EMPLOYER

Education Minnesota is an Equal Opportunity Employer committed to providing an environment of mutual respect where diversity is valued, supported and celebrated to benefit applicants, employees, members and students. All employment decisions are based on qualifications; merit and business need with preference given to people of color.

POSTING DEADLINE: For consideration, apply online and include a resume no later than midnight of **Sunday, October 3, 2021**

APPLY USING THIS LINK:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=faa82ad6-58ce-4071-80c8-3e481e725e0a&ccId=19000101_000001&jobId=407994&source=CC2&lang=en_US