

**QUEEN'S UNIVERSITY SUPPORT STAFF  
POSITION SUMMARY**

**DEPARTMENT:** Agnes Etherington Art Centre

**POSITION NUMBER:** 00500832

**INCUMBENT:**

**POSITION TITLE:** Receptionist

**GRADE:** 3

**JOB SUMMARY:**

The Reception Desk is typically the sole point of contact between the Agnes Etherington Art Centre and its public. Maintenance of the highest standards of courtesy, efficiency, service and security is critical to the Art Centre's public face and reputation. Reporting to the Administrative Coordinator, the part-time Receptionist is responsible for the smooth operation of the Art Centre's Front Desk, including visitor services, part-time student and casual staff scheduling, internal and external communication, maintaining contact lists, monitoring exhibitions and facilities and provision of administrative support.

**KEY RESPONSIBILITIES:**

The Receptionist is responsible for efficient operation of Art Centre Front Desk; to do so, the incumbent will:

- Ensure consistent high quality response to public inquiries (in person, by phone and email)
- Delegate work to part-time student and casual receptionists and ensure that it is performed satisfactory
- Accumulate and verify part-time student and casual receptionist timesheets for submission to the Art Centre Financial Coordinator
- Compile public attendance statistics gathered daily by reception staff
- Post part-time student and casual receptionist employment opportunities through SWEP and other appropriate channels to ensure a high-quality and cost-efficient hiring pool
- Receive student and casual employment applications for shift work at Reception and, with the Administrative Coordinator, participate in interviewing, hiring and training
- Maintain Front Desk cash register and daily float, and appropriate financial reports
- Create monthly Front Desk and special event staffing schedules and ensure their implementation
- Manage Front Desk mailings, including sorting daily incoming and outgoing mail, couriered mail, bulk mailings, listservs, membership mailings and annual catalogue exchange mailings and receives small package deliveries
- Assists with event setup as required
- Maintain Art Centre postal and electronic mailing lists
- Ensure professional appearance of reception area, including the Front Desk, Atrium bulletin boards, display table, seating and signage
- Roll out an aluminum signage structure to the front of the building on a daily basis
- Assist with occasional moving of boxes of books, tables, podium, benches and/or chairs
- Maintain a consistent Art Centre social media presence

- Maintain Front Desk instruction manual and ensure it is followed by student and casual receptionists
- Respond appropriately to security issues and alarms as necessary
- Provide/delegate clerical and secretarial support as required by Art Centre staff
- Maintain adequate Front Desk office supplies; and
- Assist with other tasks as assigned

#### **REQUIRED QUALIFICATIONS:**

- One-year post-secondary program in office administration or a related field
- Expertise in Microsoft Office Suite (specifically Access and Word), social media, contact management
- Familiarity with cultural institutions and the visual arts would be considered an asset
- Experience in public interface and visitor service
- Consideration will be given to an equivalent combination of education and experience

#### **SPECIAL SKILLS:**

- Service-oriented perspective
- Ability to maintain focus despite regular interruptions
- Attention to detail
- Professional, people oriented demeanour
- Interpersonal and communication skills (both verbal and written) to perform reception duties and deal with a wide variety of individuals from within the university and the general public
- Sound judgement
- Ability to troubleshoot and prioritize

#### **DECISION MAKING:**

- Assists in the decisions to hire part-time students and/or casual reception staff
- Responds to general inquiries, and make decisions to redirect or refer to more senior staff if necessary
- Discerns and refers sensitive issues to senior staff and/or other Queen's services in a timely and effective manner
- Scheduling
- Prioritize work

#### **SIGNATURES:**

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Incumbent

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Supervisor

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Department Head

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Date: