

DATE OF POSTING: May 29, 2019

TERMINATION DATE FOR APPLICATION: June 5, 2019

POSITION: **SWITCHBOARD/RECEPTIONIST**

COMPENSATION/BENEFITS: Per SSA/USO Contract
Grade D

STAFF RELATIONSHIP: Responsible to Echo Braden
Associate Manager, Member Services

EMPLOYMENT DATE: As soon as possible

SEND APPLICATION AND RESUME TO: **Human Resources Department**
Michigan Education Association
1350 Kendale Blvd., P.O. Box 2573
East Lansing, MI 48826-2573

BASIC PERFORMANCE EXPECTATIONS:

This is work in operating a telephone attendant console for the Associations; clerical work involving typing, filing, sorting, and retrieving information; serving as receptionist and maintaining the reservations for the use of the meeting rooms for the Association.

Work involves the accurate and rapid operation of a telephone console; furnishing general information to callers and visitors; making and informing involved parties of reservations for meeting rooms; and acting as a receptionist for the Associations.

This job requires the ability to establish and maintain effective working relationships with the public, members and leaders, as well as staff and management.

ASSIGNED DUTIES:

Operate telephone console with moderately heavy traffic.

Connect callers with proper extension.

Provide general information.

Relay requests for telephone repairs.

Type letters, reports, invoices and memos from prepared documents.

Switchboard/Receptionist
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ASSIGNED DUTIES (continued):

File, sort and retrieve information.

May sign for and accept deliveries.

Operate standard office equipment, including a personal computer.

Schedule and maintain necessary records for room reservations.

Notify involved parties of cancellations.

Bill for refreshments.

Greet visitors and provide information directions.

Maintain lobby bulletin boards for meeting room reservations.

Review operation of the attendant console with selected staff.

Keep necessary records.

Perform other job related duties as assigned from time to time.

MINIMUM REQUIREMENTS:

Graduation from a standard high school or vocational school.

Experience and training which provide the following abilities, skills and knowledge:

- ability to operate a telephone console with accuracy and in an efficient manner;
- ability to answer calls and questions with a clear, well modulated voice and to use good grammatical construction;
- ability to communicate tactfully, courteously and effectively.

TESTING:

Keyboard (Typing): 30 wpm, 98% accuracy

09/01/88