



Admissions Receptionist

(Office Specialist 1)

Department: **Office of Admissions**
Salary Range: **\$2,147 - \$3,016 monthly**
Class: **C0103** Recruitment #: **S1741**
Closing Date: **Review of applications begins August 4, 2017. Position is open until filled.**

This is a regular, full-time, 12-month position in the Admissions Office at Western Oregon University in Monmouth, and is represented by the Service Employees International Union/Oregon Public Employees Union. The Office of Admissions is responsible for recruiting, admitting, and orienting new first year, transfer, and post-baccalaureate students to campus. The Office of Admissions is often the first point of contact for Western Oregon University, establishing this as a critical position on campus. The receptionist must maintain a professional, caring, friendly, and accommodating attitude by giving helpful, accurate information to the campus community and the general public.

QUALIFICATIONS:

- One year of general clerical experience which includes typing, word processing or other generation of documents
- Excellent word processing skills and experience with Word, Excel, and Access, or other database programs; ability to type 55 WPM
- Excellent customer service and communications skills and the ability to multitask with accuracy

Preferred Qualifications:

- Bilingual in Spanish, both spoken and written
- Experience with Banner Student Information System

Working Conditions:

This position's work area is open and work is often interrupted, as the Admissions Office is a very busy and often congested work environment. This position must also be able to tolerate those interruptions and have a way to deal with the stress associated with those disruptions.

DUTIES AND RESPONSIBILITIES:

- Greet visitors; respond to telephone and walk-in inquiries with in-depth, accurate, precise information about the admission process and entire university community to prospective students, families and the general public; take requests for information (recruitment or admission); screen and determine if calls and visitors should be transferred or referred to the Admissions staff or other campus offices
- Run a daily report for paid online applications and print new paid applications daily; run a weekly report to generate and mail the Letters of Acceptance with the appropriate packet of information; order office supplies, unpack/sort newly delivered office supplies; attend weekly staff meetings, and prepare bi-weekly check logs to be sent to the cashier's office with the application fees; send out the "No Fee Received" letters and e-mails.
- Receive and open daily all office mail and supporting documents from visitors, processing it in designated manner.
- Access Banner Student Information System to clearly determine and accurately explain the applicants' status.
- Schedule appointments when appropriate for the Director of Admissions and the Admissions Counselors; maintain the master calendar and reconcile it with individual calendars for other staff members; schedule campus visits when the Visitation Coordinator is absent. Responsible for scheduling the APSC conference room and lounge area.
- Responsible for stocking literature holder in reception area and ensuring this area is organized and neat; responsible for monitoring and checking out the office table banners; ensure file drawer contains freshman and transfer packets for prospective student visitors; monitor supply of these packets.

APPLICATION PROCESS

You may submit all materials online at www.wou.edu/classified

Required Application materials (PDF preferred):

- 1) WOU Employment Application form (available at www.wou.edu/classified)
- 2) Letter of application that addresses each qualification of the position. Please include how your experience, education, and/or training might help us build a more inclusive, collaborative, and diverse community.
- 3) Resume
- 4) Contact information for three references

As an alternative, you may submit application materials to:

S1741, Admissions Receptionist, Human Resources, Western Oregon University, 345 N. Monmouth Avenue, Monmouth, OR 97361; OR e-mail to employment@wou.edu; OR fax to: 503-838-8144.