**Georgia State University**

**Job Specification**

**Job Title:** Receptionist

**BCAT Code:** 09TX69  
**Effective Date:** April 1, 2007

**Pay Grade:** G06  
**FLSA Status:** Non-Exempt  
**Revision Date:** July 1, 2013

**General Description**

Greets visitors and guests and answers multi-line telephone systems for a particular office, department or college.

**Examples of Duties**

- Greets visitors, ascertains the nature of business, and directs visitors to the appropriate staff or faculty.
- Provides general information as requested by telephone, in person, or in writing.
- Answers multi-line telephones and directs callers to the appropriate staff.
- Takes messages or forwards calls to voice mail.
- Answers routine questions.
- Directs more difficult questions to the appropriate staff.
- Opens, date stamps and delivers the mail; prepares outgoing mail.
- Performs light typing duties as assigned.
- Performs general clerical duties, such as filing and faxing.
- Performs other related duties as assigned.

**Knowledge, Skills and Abilities**

- Knowledge of the Georgia State University (GSU) campus.
- Knowledge of general office practices and procedures.
- Knowledge of campus policy and procedure.
- Effective organizational skills.
- Effective time management skills.
- Effective oral and written communication skills.
- Ability to keep accurate messages and detailed reports of telephone calls.
- Ability to provide proper customer service.

**Minimum GSU Hiring Standards**

High school diploma or GED and one year receptionist or customer service experience.

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*The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.*

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Office of Human Resources  
Classification Section