

Moss Street Children's Center (MSCC)
Student Receptionist Position Description

Mission Statement of the MSCC Office:

Our mission is two-fold. To provide courteous, accurate administrative support to the Moss Street facility and its staff and to welcome and assist attending families and prospective clients in obtaining suitable, high-quality campus child care.

Job Duties:

To provide primary reception coverage for the MSCC office. Welcome and assist walk-in and phone-in patrons with information about MSCC. Provide information regarding MSCC program options, rates, subsidy, and other campus childcare options. Transfer phone calls and relay written messages when necessary. Receive parent payments and issue receipts.

To assist in on-going office projects as time allows, such as making copies, computer input using word processing and spreadsheet programs, updating forms, maintaining student attendance records, preparing mailings for billings and general information, helping with parent council projects and typing correspondence and memos.

Requires:

Gaining knowledge of, and ability to provide, MSCC program information as well as other campus resources relating to childcare, in a professional and accurate manner. Ability to use multi-line phone, photocopy, fax, alphabetize, file, apply word processing and spreadsheet programs (Windows), and do simple calculations.

Attendance of office student staff meetings, several per term and mandatory.
Attendance of some all-student staff meetings. Most on Tues evenings, 6-7pm.
You will be encouraged to obtain 1st Aid and CPR certification within the first six months of employment. We provide and pay for all student staff trainings.

Advancement:

There are three levels of student receptionists, with increasing responsibility and compensation:

Aide 1- Starts at minimum wage, has completed a two-hour employment orientation and has attended all weekly staff meetings, including the UO Blood Borne Pathogens training. They are becoming familiar with Moss Street information by actively researching available printed and electronic materials, reviewing center website at each shift and consistent, on-the-job instruction. They are able to transfer calls, take complete information for messages to others, write receipts for payments and perform other simple, yet vital functions.

Aide 2- Has worked at least two terms at Moss Street, has attended all weekly staff meetings and has become 1st Aid/ CPR certified. Aide 2 student employees can be left alone for short periods of time in the office area, with on-site support staff nearby in other parts of the building. They can answer routine questions and are knowledgeable about program information, building layout and classroom teaching staff.

Student Assistant- Has worked at Moss Street for at least four terms, has attended all weekly staff meetings, including RRCAN (Recognizing and Reporting Child Abuse and Neglect) training, has morning work availability, including opening shifts, and has the recommendation from their supervisor that they are ready to be designated as a Student Assistant. Student Assistants are able to answer multi-layered questions from clients and other staff. They are aware of current events at Moss Street and can discern when to get help from other staff when needed. They are the primary receptionist during morning shifts, only needing back-up for more complicated matters and can work independently on projects.