

**TITLE:** Greeter  
**REPORTS TO:** Student Services Assistant Manager  
**STATUS:** Volunteer  
**SCHEDULE:** Determined upon hire  
Welcome Desk Hours:  
Monday – Friday 9:00 AM – 1:00 PM, 4:00 PM – 7:00 PM  
Saturday 9:00 AM – 1:00 PM  
Sunday as needed for events

### **JOB SUMMARY**

The greeter provides an important sense of openness and welcoming to all guests by greeting everyone and answering questions about room locations and directions.

### **RESPONSIBILITIES & ESSENTIAL FUNCTIONS**

- Cordially greet visitors and students upon arrival
- Provide routine information about facility including parking, bathrooms, where to go for services
- Monitor area between 2<sup>nd</sup> street entrance, elevators and bathroom hallway, calling facilities for any concerns
- Monitor overall appearance of area around greeter desk; picking up trash as needed, calling facilities as needed
- Respond to visitor and student requests, problems and complaints by directing them to the Student Services front desk
- Maintain a thorough working knowledge of MacPhail's offerings
- Attend and participate in MacPhail safety and security training

### **QUALIFICATIONS**

- Aptitude for working with public in a highly professional and courteous manner
- High degree of skill in verbal communication and listening combined with a great deal of attention to detail, patience, politeness and tactfulness
- Self-motivated, self-confident individual

### **FOR FURTHER INFORMATION CONTACT**

Elysa Hays, Student Services Manager at [hays.elysa@macphail.org](mailto:hays.elysa@macphail.org) or 612-767-5332