Application Packet

Reception Assistant

Reception assistants in the Center for Career Development work on the frontline for customer service and troubleshooting issues in the front office area. Their role is essential to the daily functions of the office and the positive reputation and attitude we portray to students, employers, campus executives, and the public.

Reception assistant responsibilities

Answering a multi-line phone system and being proficient in multiple computer applications

Scheduling and checking in appointments for students using Handshake

Greeting and directing employers and visitors

Assisting the director and staff with special projects

Skills you'll gain as a Reception Assistant

Critical Thinking/Problem Solving

- Refer students and visitors to appropriate staff and resources
- Direct questions and issues across campus to other departments

Oral/Written Communications

- Respond to general inquiry emails to the career@utk.edu address
- Interact and communicate with high-level administration and special guests of the CCD

Teamwork/Collaboration

- Assist in training new RAs and communicate with them on policies and procedures
- Work closely with fellow RAs to complete tasks, especially special projects

Global/Intercultural Fluency

- Communicate and interact appropriately with students and visitors of all backgrounds and experiences
- Use compassion and sensitivity when answering questions and relating to others

Career Management

- Utilize CCD resources to strengthen resume and interview skills
- Interact and meet with CCD staff to learn about and utilize services

Professionalism/Work Ethic

- Provide excellent customer service at all times

- Be prompt, timely, and diligent in arriving at work and responding to different questions/requests

Leadership

- Work with fellow RAs and supervisor to hone leadership skills and be responsible
- Act with initiative and motivation to complete tasks and represent yourself and office professionally

Digital Technology

- Become knowledgeable and proficient of CCD and UTK resources and services
- Utilize computer applications, such as Handshake, to accomplish tasks and goals

Qualifications

- Qualify and approved for Federal Work Study
- Desire to become knowledgeable and proficient in CCD resources and services
- Strong written, verbal, and customer service skills
- Creativity, work ethic, initiative, and productivity with minimal supervision
- Minimum GPA of 2.75