Position Description

Position Title: Campus Information Representative  
Department: Campus Police  
Position Code: E0402  
Date Prepared: 3/27/15  
FLSA Status: ☐ Exempt ☒ Non-Exempt  
Full Time: ☐ Yes ☒ No

JOB SUMMARY:
The Campus Information Representative operates the main switchboard for the seminary. They answer all incoming calls and properly route them to the appropriate department, person or office, providing callers with general campus information as needed. This position serves as the receptionist for the Campus Police office and will also function as a backup to the Police Dispatcher within the communication/dispatch center of the Campus Police office.

ESSENTIAL JOB FUNCTIONS:
The employee in this position will have the following essential job functions:

- Operate the seminary’s switchboard, directing all incoming calls. Will route all calls to the appropriate person, office or department
- Forward routine campus information, directory information and guest services calls to appropriate personnel
- Maintain a general knowledge of the seminary providing accurate information regarding the campus and activities
- Maintain the ability to multitask and recall information quickly and accurately
- Serve as the receptionist for Campus Police
- Make IDs for all new students, spouses and employees
- Assist the Access Control & Technology Officer with key control and data management
- Issue permanent and temporary parking passes and maintain databases for each
- Assist the Administrative Assistant with parking citations and related appeals
- Maintain the Motor Vehicle Records database
- Serve as backup to the Police Dispatcher within the communication/dispatch center of the Campus Police office.
- Complete understanding of all emergency procedures within the Campus Police office
- Assist the Police Dispatcher with cataloging and dispensing lost and found items

Performs other duties as may be assigned by supervisor.

EDUCATION:
The person in this position should have at a minimum a high school education/diploma or GED equivalent.
**EXPERIENCE:**
The person in this position should have exceptional communication skills. Proper phone etiquette and skills are most important as they are often the first person to represent the seminary as a guest caller.

**SUPERVISION:**
The person in this position will supervise no one.

The person in this position will report to the Chief of Campus Police or his designate.

**WORK ENVIRONMENT:**
The person in this position will work at the receptionist desk in the Campus Police office.

**EQUIPMENT:**
The person in this position will use the following equipment: digital phone system, seminary computer, copier, printer, ID printer, access control software, radio system and any other electronic equipment within Campus Police.