



Receptionist/ Facility Assistant - California Northstate University, College of Dental Medicine, Sacramento, California, USA

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| POSITION TITLE: | Receptionist/ Facility Assistant |
| REPORTS TO: | CNU Business Office Manager and Facilities Manager |
| WORK SCHEDULE: | Monday – Friday, 8am-5pm |
| JOB CLASSIFICATION: | 1.0 FTE, full time, non-exempt; |
| HOURLY RATES: | \$24 - \$28/hr |
| WORK LOCATION: | Downtown Sacramento, CA 95818 |
| DEPARTMENT/AFFILIATION: | California Northstate University |

Summary: The Receptionist/ Facility Assistant serves visitors by greeting, welcoming, and directing them appropriately; notifies CNU's personnel of visitor arrival; maintains security and telecommunications system. The Receptionist/ Facility Assistant will be responsible for providing general office support with a variety of clerical activities and related tasks including mail distribution and flow of correspondence. As the first point of contact for the Dental Clinic, the expectation is to provide a friendly and welcoming atmosphere for all our patients while maintaining efficiency.

Responsibilities:

- Provide front desk and building coverage during business hours
- Greet, assist and/or direct patients, students, visitors, and the public with friendly and professional customer service at all times
- Answer all incoming calls and respond to caller's inquiries
- Re-direct calls as appropriate and take adequate messages when required
- Sort out all incoming mail and deliver to respected employees
- Address all package deliveries FedEx and UPS handle and handle the packages appropriately as some may need to be refrigerated
- Schedule meetings for the University employees and students as requested or needed
- Issue visitor badges, guide them through the sign-in process, and direct guests to the appropriate meeting locations



- Maintain front desk/lobby security: patients must have appointments to enter premises, students must have ID badges visible, and notify employees when patients are requesting to see them
- Enforce dental clinic and campus policies
- Report all pertinent information/issues to supervisor immediately
- Address facility-related issues by creating work orders based on employee reports and coordinating with the Facility Manager to ensure timely resolution
- Provide information to prospective students (brochures, business cards, etc.)
- Managing and regulating the flow of information or appointments to ensure that only relevant or authorized parties have access to the Dental Clinic
- Maintain a clean and welcoming reception/lobby area, ensuring it reflects a professional and organized environment
- Ensure the facility is securely locked and safeguarded each evening to protect against theft, vandalism, and unauthorized access
- Provide comprehensive support to Executive Management, Managers, and staff as needed to ensure seamless operations
- Assist with operational functions to enhance overall efficiency and productivity
- Other duties as assigned

Minimum Skills and Qualifications:

- High School Diploma or GED or required
- Bachelor's Degree preferred

Experience:

- 2 years data entry, computer experience with Microsoft word and Excel; customer service experience. Experience working in a receptionist position
- Experience working in a dental setting.

Applications will be reviewed upon receipt. For full consideration, candidates should provide a resume with at least three references. All candidates are asked to provide a cover letter, articulating how their knowledge, experience, and beliefs have prepared them to function in support of California Northstate University's vision and mission statements.

Please submit your cover letter, resume, list of references, and any additional information to hr@cnsu.edu . Review of applicants will begin immediately and will continue until the position is filled.

California Northstate University is an Equal Opportunity and Affirmative Action Employer. All qualified candidates are encouraged to apply.