Reception Assistant
Center for Career Development & Academic Exploration

Reception assistants in the career center work on the frontline providing customer service and troubleshooting issues in the reception area. Their role is essential to the daily functions of the office and the positive reputation and attitude we portray to students, employers, campus administrators, and the public.

Reception assistant responsibilities include:
- Answering a multi-line phone system and being proficient in multiple computer applications
- Greeting and directing students, employers, and other visitors
- Responding to the departmental email account
- Assisting the staff with special projects
- Collecting career outcomes data through social media searches and phone calling; entering data in the database

Career competencies or skills you will grain as a reception assistant include:

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

Communication
- Respond to general inquiry emails to the career@utk.edu address
- Interact and communicate with a variety of customers/visitors

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

Equity and Inclusion
- 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 and Self-Development
- Interact and meet with CCDAE staff to develop and work on career goals
- Utilize CCDAE resources to strengthen resume and interview skills

Professionalism
- Provide excellent customer service at all times
- Be prompt, timely, and diligent in arriving at work and responding to questions and 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

Technology
- Become knowledgeable and proficient of CCDAE and UTK resources and services
- Utilize computer applications, such as Handshake and 12Twenty, to accomplish tasks and goals

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