

**Receptionist-** A receptionist greets and directs visitors, answers telephones, and performs general clerical and customer service work in support of an office, department, institute, center, academic area, or specific program. This position serves as the first point of contact with visitors and customers and provides assistance to individuals by responding to routine questions; providing general information; answering the main phone line; making reservations; managing electronic calendars; and performing general clerical duties such as data entry, typing and faxing.

Competencies Needed	Do I have this competency	Training Available
<b>Active Listening</b> —Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.	<input type="checkbox"/> Yes <input type="checkbox"/> No	SE102: Telephone Service Skills SE103: Communicating a Service Orientation SE104: Service Problem Solving SE105: Servicing an Upset Customer
<b>Speaking</b> — Talking to others to convey information effectively.	<input type="checkbox"/> Yes <input type="checkbox"/> No	SE102: Telephone Service Skills SE103: Communicating a Service Orientation SE104: Service Problem Solving SE105: Servicing an Upset Customer
<b>Service Orientation</b> —Actively looking for ways to help people.	<input type="checkbox"/> Yes <input type="checkbox"/> No	SE103: Communicating a Service Orientation SE104: Service Problem Solving SE105: Servicing an Upset Customer
<b>People Focus</b> – Makes people and their needs a primary focus of action; takes full responsibility for fostering people relationships.	<input type="checkbox"/> Yes <input type="checkbox"/> No	DIV100: DiversityBasics PRD102: Email 101 Best Practices in Email Communication SE102: Telephone Service Skills SE103: Communicating a Service Orientation SE104: Service Problem Solving SE105: Servicing an Upset Customer
<b>Impressionable</b> -Consistently displays professionalism and confidence; creates a positive first impression as an individual and as a representative of the University.	<input type="checkbox"/> Yes <input type="checkbox"/> No	DIV100: DiversityBasics PRD102: Email 101 Best Practices in Email Communication SE102: Telephone Service Skills SE103: Communicating a Service Orientation SE104: Service Problem Solving SE105: Servicing an Upset Customer
<b>Commitment to Diversity and Equity</b> - Demonstrates a commitment to equity and diversity in one’s work. As well as diverse people and groups, contributing to developing an environment that is equitable, inclusive, respectful and cooperative.	<input type="checkbox"/> Yes <input type="checkbox"/> No	DIV100: DiversityBasics
<b>Time Management</b> —Managing one's own time and the time of others in need.	<input type="checkbox"/> Yes <input type="checkbox"/> No	CMPOT1: Outlook 2007 PRC101: Time Management
<b>Prioritizing</b> - Knowing and understanding how to appropriately manage the completion of tasks.	<input type="checkbox"/> Yes <input type="checkbox"/> No	CMPOT1: Outlook 2007 PRC101: Time Management USF101: USF101- Stuff You Need to Know
<b>Writing</b> — Communicating effectively in writing as appropriate for the needs of the audience.	<input type="checkbox"/> Yes <input type="checkbox"/> No	BBL119 Writing Effective Emails PRD300 Business Writing
<b>Reading Comprehension</b> —Understanding written sentences and paragraphs in work related documents.	<input type="checkbox"/> Yes <input type="checkbox"/> No	SE304 Bringing Creativity to Service SE101 Delivering USF’s Standard of Service SE300 Next Level Service Excellence
<b>Critical Thinking</b> —Using logic and reasoning to identify alternative solutions, conclusions or approaches to problems.	<input type="checkbox"/> Yes <input type="checkbox"/> No	SE304 Bringing Creativity to Service SE101 Delivering USF’s Standard of Service SE300 Next Level Service Excellence

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