



## **Campus Receptionist**

Full-Time, Permanent, 1.0 Full-Time Equivalent (FTE)

As the Campus Receptionist, you act as the welcoming face of CMU, creating a positive and professional first impression for all guests, students, faculty, and staff. In this role, you ensure that every interaction - whether in person, by phone, or by email - reflects the university's commitment to hospitality.

The Campus Receptionist is a proactive problem solver, ensuring smooth operations of campus wide activities. This position plays a key role in maintaining organized, efficient, and service-oriented front-office systems that support the daily flow of university operations, including campus-wide mail systems, and email and phone communication, and essential administrative support to the President's Office.

### **KEY AREAS OF RESPONSIBILITY**

#### *First Point of Connection*

- Assist individuals who come to the reception desk with questions, including welcoming them to campus, providing direction, handing out forms, releasing items for pickup, using the copy machine, among other requests.
- Maintain a comprehensive knowledge of CMU, including all institutional events, rental groups, departments, staff, faculty, and structures in order to provide quick and comprehensive answers to all manner of inquiries.
- Answer all phone calls that come to the main CMU phone line, providing answers or transferring the call to the appropriate person as needed.
- Maintain a clean and orderly reception area, with an eye towards first impressions.

#### *Front Desk Administration*

- Frequently connect with a variety of CMU departments (Finance, Hosting, and Facilities, Maintenance, Student Life) to ensure smooth operations and ongoing communication.
- Receive mail/package deliveries from couriers and ensure that mail is properly distributed around campus, including to students.
- Manage the CMU Information email account: replying to or forwarding to appropriate contacts as needed.
- Receive and record payments for personal postage and personal print jobs.
- Run all month end reporting for the Finance Office regarding print materials and postage invoices.
- Maintain the supply room, including comprehensive lists of supplies, ensuring additional supplies are ordered and stocked. Ensure the supply room remains tidy and well organized.

#### *President's Office and Advancement Administration*

- Support administrative needs of the President's Office, including but not limited to preparation of meeting documents, room and meeting bookings, hospitality requirements, travel arrangements, etc.
- Manage the Institutional events calendar.
- Oversee and maintain the Staff Hub (Internal SharePoint site), update events and announcements daily, ensure alignment with relevant outlook calendars (community events, meetings), the Institutional events calendar, the Student Hub and the CMU Website.
- Oversee registration for major events including ReNew Conference and Xplore Courses.
- Manage the scheduling of student workers including assigning shifts, breaks, and work coverage.

## WORKING CONDITIONS

This position works with standard office equipment and sits for periods of time performing keyboarding activities. The Campus Receptionist will experience frequent interruptions which requires the flexibility to shift focus and re-prioritize. This position may be required to perform tasks that involve physical activity including heavy lifting, such as when receiving packages from couriers.

## WHAT YOU OFFER

- A commitment to the Christian faith, the church, and the mission of CMU.
- High school or university education and related administrative experience desirable; a combination of relevant experience and education may be considered.
- Express a genuine desire to meet the needs of guests, students, staff, and faculty, and project a positive image of the institution at all times; strong interpersonal skills and customer service is essential.
- Ability to anticipate problems and proactively work towards seamless operations, and detail oriented.
- Self-motivated, ability to work independently, seek out new tasks to complete, and work under minimal supervision.
- Demonstrated proficiency with Office 365 suite, including: Microsoft Outlook, Excel, Word, SharePoint and Teams as well as Canva or InDesign for minor projects.
- Strong written and oral communication skills.

## WHAT WE OFFER

- Extended Health, Dental, & Vision Benefits
- Employer Matched Defined-Contribution Pension Plan
- Comprehensive Paid Time Off
- Tuition Scholarship Benefit Program for eligible employees and dependents
- Employee and Family Assistance Program
- Free Meal Program

## HOW TO APPLY

We want to learn more about you! Please submit your cover letter and resume to [humanresources@cmu.ca](mailto:humanresources@cmu.ca). We thank all applicants for their interest; however, only those selected for an interview will be contacted.

**Closing Date:** Open until filled.

*Canadian Mennonite University is committed to employment equity while ensuring our recruitment process is barrier free. Applications are encouraged from members of equity-seeking communities including women, Indigenous people, racialized people, people with disabilities, and people of all sexual orientations and genders.*

*If there are ways we can make this process more accessible for you, please let us know. You can contact us confidentially at [humanresources@cmu.ca](mailto:humanresources@cmu.ca) to discuss accommodations at any stage of the hiring process.*