UNIVERSITY OF SOUTHERN CALIFORNIA
Credit Union Member Service Receptionist
Job Code: 115015

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Grade: D
OT Eligible: Yes
Comp Approval: 9/9/1993

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**JOB SUMMARY:**
Routes telephone calls to appropriate person or location. Performs telephone originating transactions for members. Monitors lobby traffic, directing members to appropriate person or location.

**JOB ACCOUNTABILITIES:**

<table>
<thead>
<tr>
<th>*E/M/NA</th>
<th>% TIME</th>
<th>Details</th>
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<tbody>
<tr>
<td>______</td>
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<td>Answers and routes telephone calls to appropriate person or location. Takes messages as needed.</td>
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<td>______</td>
<td>Performs routine clerical tasks as assigned.</td>
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<td>Monitors lobby traffic and directs members or visitors to appropriate person or location.</td>
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<td>______</td>
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<td>Coordinates supply ordering.</td>
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<td>______</td>
<td>______</td>
<td>Performs teller transactions originating by telephone.</td>
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<tr>
<td>______</td>
<td>______</td>
<td>Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.</td>
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</tbody>
</table>

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.*

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**EMERGENCY RESPONSE/RECOVERY:**

Essential: [ ] No
[ ] Yes  In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

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**JOB QUALIFICATIONS:**

**Minimum Education:**
High School or equivalent

**Minimum Experience:**
1 Year

**Minimum Field of Expertise:**
Customer service experience.

**Skills:** Administrative:
Answer telephones  
Balance figures  
Compute totals  
Verify calculations

**Skills:** **Machine:**

- Calculator  
- PBX  
- Personal Computer

**Supervises:** **Level:**

May oversee student, temporary and/or casual workers.

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**SIGNATURES:**

Employee: ____________________________ Date: ____________________________

Supervisor: __________________________ Date: ____________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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