



Receptionist

Founded by Detroit philanthropists George and Ellen Booth in 1904, the Cranbrook Educational Community is one of the world's leading centers of education, science, and art. Comprised of a graduate Academy of Art, contemporary Art Museum, House and Gardens, Institute of Science, and more than 1,600 students attending our Pre-K through 12 independent college preparatory Schools, Cranbrook welcomes thousands of visitors and students to its campus each year. Critics have called Cranbrook "the most enchanted and enchanting setting in America" and in 1989, it was designated a National Historic Landmark. The campus is located in Bloomfield Hills, Michigan, about 20 miles north of Detroit. For more, please visit our website: www.cranbrook.edu.

The **Receptionist** Operates multi-line telephone system to answer incoming calls, directs callers and visitors to appropriate personnel, and provides clerical support by performing the following duties. This is a part-time, 24 hour per week position with hours of Wednesday through Friday, 8:00 am – 5:00 pm.

Responsibilities include, but are not limited to:

- Answer incoming telephone calls with a positive and pleasant demeanor, determine purpose of the calls, and forward calls to appropriate personnel or department
- Effectively deal with negative or unpleasant encounters
- Retrieve messages from voice mail and forward to appropriate personnel
- Take and deliver messages or transfer calls to voice mail when appropriate personnel are unavailable
- Answer questions about Cranbrook and provide callers with address, directions, and other information, maintaining familiarity with Cranbrook events and activities in order to provide informed assistance
- Welcome on-site visitors, determine nature of business, and announce visitors to appropriate personnel
- Maintain check-in logbook at the front desk, making sure visitors and staff sign in and out
- Monitor visitor access and issue passes in accordance with Cranbrook House security protocols
- Remain up to date on emergency procedures including lock-down procedure
- Update calendars for scheduling of the Cranbrook House Tapestry Room and Second Floor Conference Rooms, and utilizes MRM meeting scheduling system
- Schedule benefit-related appointments as requested
- Perform other clerical duties as needed such as filing, alphabetizing, shredding, large mailings, proofreading, putting new hire packets together, data entry, and assisting with other HR projects
- Maintain a level of attendance, punctuality, and performance consistent with Cranbrook policies

Requirements:

- High School Diploma or GED required.
- Requires 6 months of related experience and a basic knowledge of the equipment required to perform the job including the telephone and computer
- Requires experience with Microsoft Word (basic experience with Excel and database entry is preferred), with accuracy and attention to detail important
- Must have excellent customer service skills with the ability to interact positively and effectively with internal and external constituents both on the phone and in person
- May deal with confidential information where strict maintenance of confidentiality is required

This part-time position includes eligibility for paid time off, participation in our retirement programs with employer contribution, and a unique environment in an educational setting that values collaboration.

For consideration, please submit a resume and completed Employee Application to: Cranbrook – HR, P.O. Box 801, Bloomfield Hills, MI 48303-0801, or fax (248) 645-3014. Applications and HR email address for submissions can be found on the Employment page of our website at www.cranbrook.edu/employment

(Please note that a fully completed employment application is required for consideration)