

**Campus Public Safety Office**

Service ♦ Resource ♦ Partnership ♦ Respect ♦ Commitment

Post Office Box 751  
Portland, Oregon 97207-0751503-725-4407 tel  
503-725-5593 fax  
cpso@pdx.edu

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Re: Student Reception

The Public Safety Student Receptionist will provide information to the PSU Community in an over-the-counter customer services environment. Receptionist will need to effectively communicate with customers and visitors' in-person and using a multi-line telephone system. As well as accurately complete department paper work for various functions and services offered. Receptionist will maintain confidential information in a professional manner and assist in special projects.

**MINIMUM QUALIFICATIONS:**

- Basic knowledge of spoken and written English sufficient to understanding laws, rules, policies, and procedures and explain them to others.
- Skills in communicating orally with a wide variety of people, gathering, and exchanging information.
- Have the ability to communicate effectively verbally.
- Microsoft Word, Excel, and Access.
- Alpha & Numeric filing and retrieving.
- Must have **no criminal record**.

**DUTIES & RESPONSIBILITIES:**1. Public Contact:

- a. Responds to low risk\* calls, complaints, and requests for public safety assistance as needed.
- b. Responds to requests for service or/and information, i.e. parking, public safety regulations, campus activities, give directions to campus buildings and local areas, provide campus and area maps.
- c. Respond to calls and take prescribed action, assisting with notification to appropriate staff, facilities manager and public safety.

\*Low Risk requires only observing and reporting of situation to Public Safety Dispatch.

2. Computer Support:

- a. Knowledge of computer software for daily, weekly, and monthly activity reports that are submitted for statistical information to the Public Safety Office.
- b. Computerized case log reports (short descriptions of incidents).

3. Decision Making:

Frequently, a decision must be made related to safety and security issues at the service level. Sometimes decisions may involve life or death situations that must be referred to the proper resources. Often information may be received that requires action by facility management or public safety; the information related must be concise and calmly communicated with all the data or information for the appropriate action to be taken. Routine decisions are constantly made regarding requesting for service or information. The receptionist will seek out consultation from a supervisor before taking action when in doubt.