

POSITION DESCRIPTION

Position: Receptionist
Program: Administration
Status: Non-exempt
Date Prepared: 04/2017

POSITION SUMMARY:

The Receptionist is responsible for assuring quality services to the Administrative Office. Objectives include administrative and clerical support to the executive team, as well as providing direction and guidance to board members, program directors, visitors and staff as required. Work is performed in a cost effective and service oriented manner as it relates to established organizational standards. Work is performed in a highly confidential environment.

OBJECTIVES/ACTIVITIES:

- A. Provide administrative and clerical support to Chief Executive Officer, Chief Operating Officer, and Chief Financial Officer.
 - 1. Prepare, bind and send Board packets.
 - 2. Order meals for Board meetings, set up and take down meeting rooms, and work with outside providers for meal deliveries.
 - 3. Coordinate and prepare agenda for Program Director meetings.
 - 4. Order meals for Program Directors meetings, set up and take down meeting rooms.
 - 5. Make flight and hotel reservations for executive staff.
 - 6. Create spreadsheets and reports to compile monthly program data.
 - 7. Create files for easy access to all corporate documents (i.e. by-laws, articles of incorporation, tax exempt status, board roster, organization chart, audited financial statements, etc.).
 - 8. Assist in collation and delivery of agency applications and grants to outside agencies.
 - 9. Create organized filing system for all program information.
 - 10. Coordinate list of in-kind needs for all programs.
 - 11. Perform other duties as assigned.

- B. Perform receptionist duties and provide general office support to the Administrative Office
 - 1. Answer and route calls to the general phone number.
 - 2. Green walk-in traffic politely and professionally.
 - 3. Notify staff of walk-ins and scheduled appointment arrivals
 - 4. Provide agency information and general referral information where appropriate.
 - 5. Responsible for scheduling meetings/trainings in conference rooms
 - 6. Open, date stamp and route all mail correspondence to appropriate staff person.
 - 7. Receive cash and check and in-kind donation and enter information on ledger for the Accounting Department.
 - 8. Route faxes on a daily basis to appropriate staff as needed.
 - 9. Ensure copy room and break room supplies are maintained. Order supplies as necessary.
 - 10. Ensure recycling bins are maintained
 - 11. Contact copy service provider for maintenance of copy machines as needed.
 - 12. Provide support to other staff as needed.
 - 13. Assist with support of special events as needed.

C. Responsible for self-development

1. Continually learn and enhance technical and interpersonal skills.
2. Attend staff meetings/assigned training seminars and complete required certifications as needed to perform duties.

EQUIVALENT EDUCATION AND EXPERIENCE:

A minimum of a high school degree is required. This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires the ability to prioritize work responsibilities and the ability to perform work to high standards particularly in written form. General knowledge of issues and challenges unique to homelessness, substance abuse, young adults, minorities, and persons with disabilities is preferred. Necessary office skills include proficiency with computers, especially data entry using Excel and Word Processing. The position requires demonstrated ability in record keeping, mathematical comprehension, good written and verbal communication skills, ability to provide a kind and welcoming environment to all visitors and a polite telephone demeanor.

SPECIFIC SKILLS REQUIRED:

Teamwork skills
Oral and written communication skills
Computer skills
Ability to type a minimum of 40 wpm
Organizational skills
Analytical and decision making ability

PHYSICAL REQUIREMENTS

Lift and move up to 25 pounds
Physically able to safely maneuver weight distribution of office supplies
Stand, walk, bend, stoop, and sit frequently
Kneel occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are many times performed independently with accessible guidance and direction from the designated lead. This person must be able to function both independently and in a team environment working towards attainment of operational goals.

SUPERVISION EXERCISED:

This position does not supervise, however, may be delegated training and lead responsibilities to temporary clerical support as needs may require.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with visitors, board members, clients, and all levels of staff. The Executive Assistant is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all individuals with whom he/she interacts. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Minimal, however, errors in receipts and distribution for accounting can have major impact.

NUMBER OF EMPLOYEES

No employees report to this position.

This job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Signature _____ Date Signed: _____