



Job Title:	Receptionist	Position Type:	Part-time, 25 hours
Department/Group:	Administration	Reports to:	Director of Finance
Supervises:	None	Purchasing Authority	None

JOB DESCRIPTION

Job Purpose:

Maintains and monitors agency’s financial, facility, operational assets by establishing and executing human resource and financial policies, procedures, controls, and reporting systems.

Duties:

- Operate telephone system in a professional manner using scripts to answer, screen and forward calls; provide information; and take messages and schedule appointments.
- Greet visitors and walk-in clients in a professional manner, determine the nature and purpose of their visit, and inform appropriate staff of need for service.
- Schedule appointments and maintain staff appointment calendars.
- Provide basic information about organization such as location, contact information and program services provided.
- Open mail; receive faxes, date stamp correspondence and place in appropriate staff mail box. Checks should be forwarded immediately to the Director of Finance.
- Prepare response to correspondence containing routine inquiries.
- Perform support tasks such as proofreading, transcribing handwritten information, and operating calculators, computers, and copy machines.
- File and maintain records and forms.
- Transmit documents to customers, staff, or agencies using the computer, mail or facsimile machine.
- Perform general office duties such as taking orders for merchandise or materials and sending them to the proper staff member to be filled
- Maintain records of contact information for clients, staff, board members, donors, and other agencies.
- Schedule space and equipment for special uses.
- Perform general housekeeping (e.g. keep lobby/reception area neat and tidy, take care of plants, straighten magazines, pick up toys, and maintain and organize office supplies; refer maintenance issues to Director of Finance.
- Record receipts for front desk donations and service requests. Reconcile petty cash weekly with the Director of Finance.
- Keep track of keys and camera sign-in/sign-out system.
- Hear and direct complaints from customers and public to Director of Finance.
- Accept and sign for mail or packages then notify recipient.
- Process and prepare copies of needed documents.
- Perform verbal translation of documents and phone calls for clients as needed.
- Other duties as assigned



Skills/Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required.

- Must be bilingual in Spanish and English (Interview may be in Spanish and English.)
- Minimum of High School Diploma/GED or comparable experience. One-year certification from a college or technical school preferred.
- Must possess excellent customer service skills and two years of relevant experience.
- Must possess proficiency in Microsoft programs such as: Word, Excel, Access, Outlook, and PowerPoint basics.
- Ability to work with a diverse group of people with a variety of personalities and educational levels.
- Attention to detail is a must.
- Must be self-motivated, possess strong organizational skills and be able to maintain a consistent schedule of on-going activities.
- Ability to multitask in heavy traffic and high volume environment.
- Must be dependable and able to maintain a consistent work schedule.
- Must be a team player and maintain a positive spirit and attitude.
- Ability to handle complaints in a calming manner and defuse unexpected conflict.
- Must possess a professional presence and demeanor at all times

Last Reviewed By:			
9/20/11			