



**POSITION TITLE: Receptionist/Administrative Support**

**DATE:** April 2021

<b>SALARY RANGE:</b> as set by Letter of Employment	<b>IMMEDIATE SUPERVISOR:</b> CFO
<b>THIS IS A:</b> Exempt__ Non-Exempt X	Hourly X Salaried __
Full-Time X Part-Time __	

**GENERAL FUNCTION:** The position is responsible for managing the front desk on a daily basis and performing a variety of administrative tasks.

**SUPERVISORY RESPONSIBILITY:** None

**DUTIES AND RESPONSIBILITIES:**

- 1) Greet and welcome guests in a positive manner.
- 2) Direct visitors/clients to the appropriate person and/or office.
- 3) Answer, screen and forward incoming calls.
- 4) Ensure reception area is tidy and presentable.
- 5) Keep client roster on hand and check in all appointments upon arrival/departure.
- 6) Maintain status of employees on the premises.
- 7) Maintain office security by following policies and procedures. Be aware of policies and procedures for emergency situations (fire, tornado, bomb threats, etc.).
- 8) Coordinate roll call in emergency situations such as tornado and fire (includes drills).
- 9) Be alert and notify management of any concerning situations in the reception area.
- 10) Accept and receipt checks/cash. Notify accounting of debit/credit transactions.
- 11) Responsible for collecting insurance co-pays and per visit charges.
- 12) Request manager refill the postage machine when necessary.
- 13) Stamp outgoing mail with required amount of postage.
- 14) Take outgoing mail timely to mail box for daily pickup.
- 15) Accept and document packages received and notify IT department.
- 16) Maintain supply of employment applications and distribute to applicants.
- 17) Maintain sign in/out logs for clients, visitors and staff members if appropriate.
- 18) Distribute visitor passes to clients and/or visitors as necessary.
- 19) Maintain "lost money list" for items purchased and not received from the vending machines.
- 20) Keep track of van reservations.
- 21) Perform administrative duties efficiently and timely.
- 22) Maintain confidentiality.
- 23) Other duties as assigned.

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**KNOWLEDGE AND REQUIRED TRAINING:** The person occupying this position must possess a High School Diploma and additional certification in Office Manage or college degree is a plus. Experience of 2-3 years customer service and/or administrative experience. Proven Microsoft skills (Word, Excel, and Outlook). Attention to detail and excellent organizational skills. Ability to keep information confidential. Ability to multi-task. This person must have excellent communication skills, both in person and on the phone. Professional attitude and appearance.

**PERSONAL RELATIONSHIPS:** In order to appropriately accomplish the duties of this positon, the person will be required to maintain effective relationships with the Center’s leadership, staff, clients/families, members of the community, board of directors and other stakeholders of the Center. This person must have an empathetic understanding of client population and be able to relate to them in a positive and supportive fashion.

**PHYSICAL DEMANDS:** Be capable of sitting for long periods of time. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**DISCLAIMER:** The preceding job description has been designed to indicate the general nature and level of duties to be performed by employees with this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job

Name (printed): \_\_\_\_\_

Staff’s Signature: \_\_\_\_\_ Date: \_\_\_\_\_