



Job Title:	Receptionist	EEOC Group Code:	7-Administrative Support Workers
Department/Value Stream:	Support Value Stream	EEOC Classification Code:	5-Admin Support
Employee Pay Group Code (1=Salary 2=TS 3=M2M Wanded)	Time Sheets	Position Type: (RFT, TFT, RPT, TPT, Intern)	RFT
Employee Classification: (Exempt, Non-exempt)	Non-Exempt	Travel Required:	<5%
Supervision Received:	Human Resource Manager	Supervision Exercised:	None

**Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.*

Job Description

Position Overview

This position is responsible for the professional and efficient management of all the front desk activities including directing visitors, vendors, and customers to appropriate staff members; managing multi-line telephone system and routing calls and messages to the appropriate staff members; operation and maintenance of front desk office equipment; routing of incoming and outgoing mail for the company; maintaining and ordering company office supplies; maintaining schedules of all company resource requests (conference rooms, company vehicles, shared computer equipment, etc.); as well as providing variety of clerical and administrative support to other departments within the company as needed.

Essential Duties and Responsibilities

1. When on duty, ensures the front desk is staffed 100% of the time.
2. Answer multi-line company telephone system and routing calls to appropriate staff members, in an accurate, efficient, professional, and courteous manner.
3. Greet visitors, vendors, and customers in a courteous and professional manner and direct them to the appropriate staff member.
4. Ensure knowledge of staff whereabouts and location of major staff meetings.
5. Adept at using all features of the telephone and voice mail system.
6. Prepare and process incoming mail: open and appropriately date stamp, as applicable, and sort to appropriate locations, and distribute mail as directed.
7. Prepare and process outgoing mail to include; accurate weighing; coding; sorting; affixing postage; properly addressing; and preparing certified/overnight/return receipt mail.
8. Secure bids/quotes on office supplies including but not limited to, binders, paper for office machines, various paper stock, and other office supplies as needed. Monitor office supply levels and reorders when appropriate. Maintain adequate level of postage for postage machine.
9. Maintain schedules for company resources including, company vehicles, conference rooms, and equipment to minimize scheduling conflicts.
10. Maintain a thorough working knowledge of and adhere to organization and/or project policies, regulations and procedures.
11. Respect confidentiality in discussing participant/customer, staff, volunteers and organizational matters, maintain confidentiality of organization fiscal and personnel related information.
12. Operate copy machine, fax machine, phone system, postage equipment, computer and other office equipment as needed to complete tasks on a daily basis.
13. As needed, will assist other departments with clerical and administrative tasks to include but not limited to typing, filing, proofreading, mass mailings, assemble technical manuals and maintenance of service logs and data entry.
14. Develop and maintain comprehensive knowledge of community resources; provides information, referrals and follow-up.
15. Keep immediate supervisor well-informed of activities, results of efforts and problems identified or potential problems; recommend corrective actions.

Key Competencies

Demonstrates attention to detail, identifies and resolves problems in a timely manner, gathers and analyzes information skillfully, develops alternative solutions, uses reason even when dealing with emotional topics, seeks self improvement, learns new skills to improve job performance, promotes a harassment-free environment, strives for personal and organizational excellence, maintains confidentiality, speaks clearly; listens and gets clarification, able to read and interpret written information, writes clearly, accurately, and concisely, displays willingness to make decisions, prioritizes and plans work activities, looks for ways to improve and promote quality; makes recommendations for improvements, accepts responsibility, follows or exceeds organizational standards, frustration tolerance, time management, teamwork and multitasking.

Qualifications and Education Requirements

- High school diploma or general education degree (GED)
- 1-3 years previous administrative work experience preferred.
- Course diploma in related field preferred or combination of education and work experience
- Intermediate MS Word-required; Intermediate MS Excel-required; Intermediate MS Power Point-preferred; Advanced MS Outlook-required
- Communication skills (Develop written communications requiring grammar skills; Interact with customers and staff on an explanatory basis; interact with groups of people and co-workers; use of telephone and paging system; and oral communication)
- Basic math skills
- Strong reading skills
- Spelling
- Typing (50-60 wpm)
- Familiarity and use of general office equipment such as printers, copy machine, fax machine, etc.
- Important personal attributes: good telephone etiquette; thorough; patience; well organized; strong attention to detail, and service oriented

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

- Physical Demands: fingering; handling; hearing; lifting 20 pounds; sitting; walking; visual acuity (color vision; visual perception of detail at distance close to the eyes; data and figures, computer terminal; visual inspection involving small defects, small parts, operation/repair of machines); light duty (exert up to 20 lbs. of force occasionally, and/or up to 10 lbs. of force frequently, and/or a negligible amount of force constantly to move objects. Physical demands are in excess of those of sedentary work. Light work usually requires walking, sitting, or standing to a significant degree.
- Mental Demands: Routine public contact and complaints; handling conflict; handling multiple priorities; make decisions with limited information; operate in absence of clear expectations or procedures; operate under short time frames/deadlines; use of tact and diplomacy; reasoning (apply procedures); information ordering (arrange things or actions in a certain order; visualization (imagining how something will work; all communication skills; basic math skills; reading skills (basic instructional material and technical information)
- Working conditions: Worker is subject to inside environmental conditions; protection from weather conditions but not necessarily from temperature changes. Worker may be subject to scheduled and unscheduled overtime.

Reviewed By:	Dean Riley	Last Updated Date:	3/3/2010
Employee Signature:		Date:	