**RECEPTIONIST**

**JOB DESCRIPTION**

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| Job Title | *Receptionist* | Department | *Administration* |
| FLSA Status | *Non-Exempt* | Reports To | *Deputy Director* |

## **Scope**

The Receptionist is responsible for operating the Agency’s switchboard and greeting in-person visitors to the Agency. The Receptionist also performs general clerical duties.

## **Primary Responsibilities**

1. Answer and route agency telephone calls in a courteous and professional manner per departmental guidelines.
2. Adhere to strict attendance and punctuality guidelines to ensure adequate coverage of duties.
3. Build & maintain cooperative work relationships with Agency staff, Management, and Agency clients.
4. Greet walk-in clients and refer to appropriate source.
5. Represent the Agency with the utmost professionalism over the phone and in all in-person interactions.
6. Maintain current and accurate working knowledge of all departmental procedures.
7. Maintain current and accurate working knowledge of Agency’s mission and general information.
8. Maintain current and accurate working knowledge of Subsidized Program staff, case management, etc.
9. Maintain current and accurate working knowledge of R&R Department’s My Child Care Plan and input information for callbacks, etc.
10. Maintain current and accurate working knowledge of Agency’s switchboard system.
11. Use all of the Agency’s resources (paper/electronic/voice/etc.) to carry out all essential job functions.

## **Receptionist Duties**

1. Open the Agency no later than 9:00 am (10 am on Wednesdays) , turn on coffee pot, copiers, and printers, remove Night Service, route-evening messages to the appropriate person, etc. Perform the same duties as part of the closing procedures. Close the office at 5:00 pm and 6:00 pm on Wednesdays.
2. Sort and route Agency mail and faxes in a timely manner, as needed.
3. Perform occasional faxing, filing, and copying for Agency management staff.
4. Update the general administrative areas as needed.
5. Ensure reception area, staff break room and copy room are neat and orderly.
6. Scan Attendance Sheets for the Payments Department.

## **Additional Responsibilities**

1. Attend all staff and department meetings, trainings, retreats, etc.
2. Assist department managers in miscellaneous clerical tasks, as needed.
3. Help distribute supplies.
4. Serve on the Health and Safety Committee.

**Experience, Knowledge and Skills Requirements**

1. High School Diploma or equivalent.
2. Bilingual English/Spanish, English/Russian preferred
3. Clear oral communication is essential.
4. At least one year experience operating a switchboard in a busy front office setting.
5. General clerical skills including, but not limited to: typing (at least 30wpm); filing (alpha or numeric and/or alpha/numeric); faxing; photocopying.
6. Computer Skills: Working knowledge of Windows, Word, and Outlook.
7. Experience working with diverse populations in a culturally sensitive manner.
8. Proven ability to work independently, maintain confidentiality and discretion.
9. Must have visual, physical, and technical ability to independently use a computer and a copier; requires occasional stooping, kneeling, crouching; requires regular standing, walking, sitting, talking and hearing.

**Working Conditions**

1. Typical of an office environment.
2. Must comply with agency health and safety protocols, including vaccination policy.
3. Hours: Monday, Tuesday, Thursday, Friday 9am-5pm/ Wednesday 10am- 6pm

**Salary Range: $20 – $24/hr, 35 hours/week, Depending on Experience, + Excellent Benefits**

**Organizational Statement**

This job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all-inclusive, and the job may require other essential and/or non-essential functions, duties or responsibilities not listed herein. Management reserves the sole right to modify this job description at any time. Nothing in this job description is intended to create a contract of employment of any type. Employment at Connections for Children is strictly on an at-will basis.