

# Receptionist Job Description

## Classification

Non-Exempt

## Salary Grade/Level/Family/Range

\$10.00 per hour w/expected wage increases (dependent upon annual performance review & agency budget)

## Reports to

Secretary to the Executive Director and/or Executive Director

## JOB DESCRIPTION

### Summary

Serves visitors by greeting, welcoming, and directing them appropriately; notifies agency personnel of visitor arrival. The receptionist will be responsible for providing general office support with a variety of clerical activities and related tasks, such as answering incoming calls, directing calls to appropriate personnel, mail distribution, flow of correspondence, and requisition of supplies.

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Maintains safe and clean reception area by complying with procedures, rules, and regulations.
- Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
- Maintains security by following procedures; monitoring logbook; issuing visitor badges (if applicable).
- Directs visitors by maintaining employee and department directories; giving instructions.
- Maintains telecommunication system by following manufacturer's instructions for agency phones and console operation.
- Answers telephones and directs the caller to the appropriate personnel. Will transfer a caller to an employee's voice mailbox when the employee is unavailable. Screening phone calls may be necessary at times.
- Provides callers with information such as agency address, directions to the agency location, agency fax number, website address, and other related information.
- Takes and retrieves messages for various personnel.
- Receives, sorts, and forwards incoming mail. Will maintain a daily mail log.

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- Coordinates the pick-up and delivery of express mail services (FedEx, UPS, etc.)
- Assists in the ordering, receiving, stocking, and distribution of office supplies.
- Assists with other related clerical duties such as photocopying, faxing, filing, and collating.
- Maintains good work and public relations.
- Contributes to team effort by accomplishing related results as needed.
- Performs other duties as assigned by the Executive Director.

### **Competencies**

1. Professionalism
2. Flexibility
3. Communication Proficiency
4. Collaboration Skills
5. Customer/Client Focus
6. Organization
7. Technical Capacity (Microsoft Office Skills/Telephone Skills)

### **Supervisory Responsibility**

This position has no supervisory responsibilities.

### **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, telephones, photocopiers, filing cabinets, and fax machines.

### **Physical Demands**

This is largely a sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary.

### **Position Type and Expected Hours of Work**

This is a part-time position. Days and hours of work are Monday through Friday, 8:00 a.m. to 1:00 p.m. Schedule may be adjusted according to agency needs.

### **Travel**

No travel is expected for this position.

**Required Education and Experience**

1. High school diploma.
2. One year of administrative experience.

**Preferred Education and Experience**

1. Associate's degree.
2. Two years of related experience.

**Additional Eligibility Qualifications**

None required for this position.

**Work Authorization/Security Clearance (if applicable)**

Applicant must be able to pass a state criminal history search. Clearance of a drug screen is also required.

**EEO Statement**

The St. Martin Council on Aging is an Equal Opportunity Employer. Applicants for all positions are considered without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, or any other legally protected status.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Signatures:**

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**Employee/Date**

**My signature is verification that I have accepted the position offered to me and acknowledgment of my understanding of the requirements, essential functions, and duties of the position.**

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**Executive Director/Date**