JOB PROFILE

Title:

Receptionist

Classification:

Receptionist or Secretary/Receptionist

Major Responsibilities:

To welcome visitors and clients, receive and route telephone calls, and provide clerical support in an office or Family Service Center.

Supervision Received:

On-going direct supervision from Office Manager and/or designated supervisor.

Position Characteristics:

Work is generally routine; most tasks are well defined, but with considerable variation; some phases of the work are less well defined and may require independent action.

Duties and Responsibilities:

Welcomes visitors to the office, assists them in making appointments, assures their comfort and directs them to the proper staff or service; maintains a calendar of staff location and appointments as needed.

Answers telephones; screens calls, forwards calls and /or records and forwards messages accurately; may transcribe messages from telephone answering machine.

Receives, sorts and distributes mail within the office; files correspondence and other materials as required.

Types forms, form letters and other documents as required at acceptable levels of speed and accuracy; collates and photocopies materials as necessary; maintains supply of forms and charts as needed.

Maintains necessary files; sorts, files and retrieves documents and records as necessary.

Maintains client confidentiality in conformance with agency confidentiality policy and State laws and regulations.

Other duties as assigned.

Representative Knowledge, Skills and Abilities

Knowledge of and orientation to the philosophy of the agency as presented in Mission/Philosophy statements.

Ability to establish and maintain a positive and professional relationship with co-workers, clients and visitors; cultural sensitivity and ability to relate well and effectively in diverse workplace and with a diverse client population.

Typing ability at required speed and accuracy.

Considerable knowledge of business English, spelling and punctuation, office practices and procedures.

Ability to organize, efficiently document and routinely update information; ability to apply procedures to work problems and situations.

Familiarity with current Windows operating systems (as applicable) and proficiency in required software, including currently supported versions of Windows applications such as Word, Excel, etc.

Ability to operate and trouble-shoot general office equipment (e.g., copier, fax, calculator, etc.)

Flexibility in responding courteously to immediate needs of visitors and callers; ability to establish priorities and maintain productivity despite numerous interruptions.

May require fluency in predominant language of client population served.

Other Requirements:

High School graduate with one year of experience in clerical work or any equivalent combination of acceptable training and experience for Receptionist; additionally, one to three years’ experience for Secretary/Receptionist.