

POSITION DESCRIPTION



Title: Receptionist

Department:

Human Resources

Exemption Status:

Non-Exempt

Reports To:

Director Human Resources

Last Revised:

May 2022

Titles Reporting to Job:

None

Last Reviewed:

May 2022

Position Summary: This job is responsible for answering the phone, routing calls, and greeting visitors. The receptionist will perform duties in an efficient manner in accordance with established procedures, and as directed by your supervisor. This role is delegated the administrative authority, responsibility and accountability necessary for carrying out your assigned duties.

Agency:

1. Nurtures positive and collaborative working relationships with other Agency staff as well as outside providers.
2. Implements the Agency mission, philosophy, core values to direct daily work and decision-making adheres to agency policy.
3. Cultivates a professional and respectful work environment.
4. To be actively involved and knowledgeable of the Agency's Performance Quality Improvement process.

Essential Duties:

Include the following, other duties as assigned:

Receptionist

1. Contribute to the Agency's efforts as it pertains to prevention and integrated service delivery with other community providers.
2. Strategically plan for cluster or programmatic improvements/growth utilizing Quality Improvement Cycle (QIC). Be actively involved and knowledgeable of the Agency's continuous Quality Improvement activities.
3. Accountable for daily activities within the allowable activities approved by the agency.
4. Accountable for requesting and scheduling time off request with supervisor.
5. Answers telephone for the Agency, provides information to callers/routes calls to appropriate official, and places outgoing calls.
6. Appropriately transfer phone calls.
7. If caller does not respond, encourages caller to call back or leave a message.
8. Maintains record of community needs based on calls received for information/services.
9. Presents quarterly metric information to PQI such as amount of walk-ins, calls seeking services and referrals made to program.
10. Places pages for staff as requested.

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11. Make announcements as requested by program/departments.
12. Receives incoming packages and routes to appropriate staff person/department.
13. Maintains record of packages received and coordinates with facilities for deliver to appropriate staff person/department.
14. Directs applicants to Casa Central's website and provides instruction on completion of job application.
15. Complete in-kind form for donations upon request from RD.
16. Assists with Human Resources Employee Engagement Events as needed.
17. Assists with mailing, postages, labels, and employee related mass mailings.
18. Performs other related duties deemed necessary and appropriate.

Early Learning Academy – Center Based Program

1. Responsive to the special needs of the Child Care Facility.
2. Uses good judgement when requests to see children in the Child Care Facility are made and immediately notifies Child Care staff before giving access to the facility.
3. Follows the Agency's established policy and procedures in regards to giving access to the Child Care facility when a request to see a child is made.
4. Buzzes childcare participants into secured Child Care facility.
5. Child Care check-in and check-out
6. *During Pandemic: Uses walkie/talkie system to coordinate child pick up with Child Care facility staff when parents call reception for pick up.*
7. Issues security passes to all visitors and have them signed in and out in the visitor log.
 - a. *During pandemic, screening process is conducted through camera/intercom system on designated entrance door, using Kiosk (or manual temperature and screening process).*
8. Buzz employees in with intercom system during AM hours. *(New system due to Pandemic protocols).*

Mathematical Skills:

Must have an understanding of math as used to compute payroll, i.e., adding, subtracting, percentages, ratios, etc.

General Requirements:

Sensitivity to cultural diversity is required. Will be subject to drug and alcohol screening, as well as aptitude and skills' testing. To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to perform the essential functions. This profession requires strong public speaking and presentation abilities to effectively teach a variety of training topics.

Education/Experience:

Must possess, as a minimum, a high school diploma and/or GED. Knowledgeable of switchboard. Must have at least six (6) months in a clerical position, or successfully completed a secretarial science program from an accredited school/college.

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Computer Literacy & Knowledge Skills Abilities:

Must be able to read, write, speak, and understand the English language. Must possess the ability to make independent decisions when circumstances warrant such action and to remain calm during emergency situations. Must possess the ability to deal tactfully with personnel, residents, family members, visitors, and the general public. Must be a minimum of 18 years of age and of good moral character. Must be knowledgeable of administrative practices, procedures, and guidelines. Must possess a cheerful personality and be able to work harmoniously with other personnel. Must possess the ability to minimize wastes of supplies, misuse of equipment etc. Must possess the ability to seek out new methods and principles and be willing to incorporate them into existing practices. Must be able to follow written and oral instructions. Must be able to type a minimum of 25 words per minutes. Must be able to effectively use a 10 key calculator.

Operating Environment and Working Relationships:

Ability to work independently and collaboratively, as indicated. Receptionist interacts regularly with staff, participants, and visitors. Must develop and maintain positive and professional relationships with internal and external stakeholders. Must demonstrate tact, professional composure and diplomacy when interacting with others. Must work collaboratively with diverse populations. Must create and maintain a congenial work environment throughout the Agency.

Decision Making Authority:

Exercises discretion, independent judgment in executing tasks.

Physical Demands:

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. While performing the duties of this job, the employee is regularly required to sit, talk and hear. The employee frequently is required to use hands. Must be able to lift and carry 25lbs.

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. The noise level in the work environment is usually moderate.

Disclaimer:

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. The content of this job description is not intended to be constructed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

I acknowledge and understand that:

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Receipt of the position description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.

Employee Signature/ Firma de Empleado: _____

Date/ Fecha: _____