

**JOB DESCRIPTION**

Title: Receptionist FLSA Status: Non-Exempt	Reports to: Chief Operating Officer
Department: Administration	Date: January 2019

**SUMMARY:** The Receptionist will be responsible for the reception desk, carrying out general administrative duties that support the effective and efficient operation of the administrative offices.

**ESSENTIAL RESPONSIBILITIES/FUNCTIONS**

1	Answer inquiries from customers, tenants and staff, referring them to contact points at which they can obtain further information.
2	Keep accurate, clear records of calls, visitors, messages received, etc. Keep accurate, clear records of staff availability and special messages related to expected callers.
3	Keep necessary information, resource lists, schedules, calendars, etc. updated, organized and easily accessible.
4	Perform clerical duties as assigned by El Centro staff. These tasks include but not limited to: intake services, data entry, word processing, filing, mail assembly, assisting Accounts Payable with basic data assembly and record-keeping functions.
5	Type letters and reports, address envelopes, cards and labels, and file correspondence as assigned.
6	Sort and distribute incoming mail and prepare outgoing mail.
7	Provide written receipts for monies received (mortgages, translations, notaries)
8	Maintain meeting room reservation calendar.
9	Perform building security, arrival and departure process.
10	Maintain an orderly, clean, and attractive workspace that is efficient and friendly.
11	Maintain a business like atmosphere in the front lobby and at the receptionist station.
12	Learn and routinely follow the professional protocols developed for training student/volunteers in receptionist and customer service duties.
13	In relationship with the training of receptionist position, share these responsibilities: <ul style="list-style-type: none"> <li>• Schedule student/volunteers training.</li> <li>• Document student/volunteers training times and progress.</li> <li>• Communicate about individual student/volunteers progress or needs.</li> <li>• Continually critique and strive to improve the quality of student/volunteers interpersonal and professional communication (i.e., grammar, word choice, voice quality and tone, rate of speech, volume, written messages and timeliness).</li> </ul>
14	Be punctual and keep scheduled hours as assigned.



15	Other duties as assigned by the supervisor or manager
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**KEY COMPETENCIES/SKILLS**

- Computer Literate in Microsoft Word, Outlook and Excel
- Excellent Organizational and Communication Skills
- Strong Interpersonal Skills
- Problem-Solving Proficiency
- Ability to Perform Multiple Tasks and Prioritize Work
- Attention to Detail
- Ability to Communicate Effectively with groups of Managers, Clients, Customers and the General Public

**POSITION REQUIREMENTS:**

- Minimum of high school diploma or equivalent.
- Bilingual English/Spanish

**ADDITIONAL REQUIREMENTS:**

- Attitudes, knowledge and skills to deliver culturally competent services.

No. of Direct Reports: 0	No of Indirect Reports: 0

**Signatures**

This job description has been approved by all levels of management:

Manager \_\_\_\_\_ Date \_\_\_\_\_

HR \_\_\_\_\_ Date \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_