

JOB DESCRIPTION

Title: Receptionist FLSA Status: Non-Exempt	Reports to: Chief Operating Officer
Department: Administration	Date: September 2021

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"> • Schedule student/volunteers training. • Document student/volunteers training times and progress. • Communicate about individual student/volunteers progress or needs. • 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).
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 _____

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