

Hands Across The Water
Job Description

Title: Receptionist

Qualifications:

A minimum of a high school diploma is required. Two years of experience working in an administrative or customer service role is desired. The Receptionist must be flexible, organized, energetic, very detail-oriented and aware of priorities and deadlines in order to maximize efficiency. The ability to work well with a team yet work autonomously with minimal direction and remain focused is required. The Receptionist shall have computer knowledge and the ability to grasp the necessary software, such as Adobe Pro and Office 365, utilized in the job tasks. The Receptionist shall possess a high level of written and oral communication skills, a professional, polite manner, and provide high quality customer service to those served by the agency. Must be able to lift up to 40 pounds and operate office equipment.

Candidate may not have been convicted of child abuse or neglect, be listed on a central registry as a perpetrator of child abuse or neglect, or of a felony involving harm or threatened harm to an individual, fraud or financial crimes within the 10 years immediately preceding the date of hire. The Receptionist shall possess a valid Driver's License, positive driving record and proof of automobile insurance.

Hands Across The Water does not discriminate against an employee or applicant for employment with respect to hire, tenure, terms, conditions, or privileges of employment, or a matter directly or indirectly related to employment, because of race, color, religion, national origin, age, sex, height, weight, marital status, gender identity or expression, sexual orientation, political beliefs or mental or physical disability. Appropriate candidate must be able to understand and follow the agency's Mission and Vision statements.

Salary: According to the current salary schedule.

Job Overview:

1. Work with the Clerical Support Supervisor and other staff members to provide families with support, information, and connection to the agency.
2. Greet and assist clients, directing them appropriately.
3. Notify agency personnel of visitor arrival while maintaining security and client confidentiality.
4. Maintain ample supply of agency forms and documents.
5. Prepare and send out information and/or application packets as directed.
6. Prepare and maintain educational binders as directed.
7. Answer telephone, assist callers, take messages.
8. Attend and assist in the set-up of information and/or education meetings as needed.
9. Accept and record payment for services.
10. Send faxes and make copies as necessary.

11. Attend to incoming and outgoing mail.
12. Redact confidential information and combine files as directed.
13. Support staff with clerical requests.
14. Assist with file room duties as needed.
15. Maintain supply inventory.
16. Maintain vending machine.
17. Assist with office recycling.
18. Sanitize surfaces after client visits.
19. Miscellaneous office tasks as directed.

Accountability: The Receptionist is directly accountable to the Clerical Support Supervisor