



Job Description

Job Title	Front Desk Receptionist	Department	Administration
FLSA Status	Non-Exempt	Reports to	Business Operations Coordinator
Classification	Full-time or Regular Part-time	Revision Date	06/27/2016

Job Summary: The Front Desk Receptionist represents the culture and values of the agency to all visitors and guests while monitoring and maintaining security. The Front Desk Receptionist monitors the main entrance of the facility, responds to incoming phone calls, provides information about the organization, determines and confirms the purpose of visit or phone call, and directs visitors and callers to the appropriate staff members. In addition, the Front Desk Receptionist sorts and distributes mail, receives and signs for packages, updates staff directories, manages supply requests, maintenance requests, and requests for IT assistance, provides basic support to staff and volunteers on the use of technology and office equipment, and assists with various other projects or assignments as requested.

Supervises: None

Qualifications:

- Bilingual preferred
- College degree preferred though relative experience may be considered in lieu of a degree
- Minimum of 3 years of experience in a reception role required.
- Working knowledge of Microsoft Office suite, including Excel, and Microsoft 365 required.
- Minimum of 1 year of data entry experience required.
- Knowledge of office equipment operation, trouble-shooting and maintenance preferred.
- Ability to handle crisis situations appropriately and professionally required.
- Ability to work independently and as part of a team required.
- Ability to maintain confidentiality required.

Competencies:

- **Assertiveness & Tact:** Capable of being self-assured, confident, and direct, without being aggressive.
- **Stress Tolerance & Unflappability:** Maintains composure in highly stressful or adverse situations.
- **Self-Accountability & Work Standards:** Sets high standards of performance for self and assumes responsibility and accountability for successfully completing assignments or tasks.
- **Commitment to Quality Service:** Builds and maintains client/community satisfaction with the services offered by the organization.
- **Confidentiality, Integrity, Ethics & Trust:** Maintains confidentiality and earns others' trust and respect through consistent honesty and professionalism in all interactions.
- **Safety Awareness:** Maintains an awareness of conditions and circumstances that impact one's own safety or the safety of others.
- **Valuing Diversity:** Helps to create an environment that embraces and appreciates diversity.
- **Communication:** Clearly conveys and receives information and ideas through a variety of media in a manner that engages the listener or recipient, helps them to understand and retain the message, and invites responses and feedback. Keeps others informed as appropriate. Demonstrates good written, oral, and listening skills.

Duties and Responsibilities:

Front Desk

- Responds to client inquiries in a trauma-informed manner.
- Answers incoming telephone calls to the business line, determines purpose and forwards calls to the appropriate party.
- Transcribes and delivers messages or transfers callers to voicemail when appropriate parties are unavailable.
- Answers general questions about the organization and provides callers with address, directions and other information when appropriate.
- Welcomes on-site visitors, determines nature of business and announces visitors to appropriate personnel.
- Maintains a safe, clean and welcoming reception area.
- Assists in scheduling appointments for staff as requested and with managing meeting rooms and their schedules.
- Assures the Community Room, Large Conference Room and Small Conference Room are clean, orderly, and well stocked with supplies.
- Assures the staff break room is tidied each day, which includes loading and unloading the dishwasher, as well as weekly cleaning of the refrigerator.

- Performs opening and closing duties including opening/closing blinds and locking meeting rooms.

Safety and Security

- Controls and monitors traffic flow through the lobby by buzzing in building users per established access and security procedures.
- Assists in managing and updating visitor log, monitors visitor access and issues visitor badges as required
- Monitors security system. Patrols the property via security cameras.
- Under the direction of the Business Operations Coordinator, acts as key point of contact during emergency drills and/or events.
- Remains calm, follows protocol and exercises educated judgement during crisis situations.
- Responds to emergency situations as key point of contact with law enforcement, health care providers and firefighting personnel
- Documents any building, security or technology systems issues and reports to Business Operations Coordinator.
- Acts as back-up for Security Operations Associates during scheduling emergencies.

Administrative Assistance

- Performs data entry into various database systems and maintains and updates staff directory, picture database, and email lists.
- Receives, sorts and distributes incoming mail. Meters outgoing mail.
- Assists with managing the weekly office supply order and develops and updates a supply catalog menu for staff reference to limit options to DAIS approved cost saving items.
- Assists the Business Operations Coordinator in receiving, managing and tracking of maintenance requests and requests for IT assistance (computers, phone, internet, etc.).
- Maintains tracking and checkout system for laptops and technology devices.
- Provides basic assistance to staff in setting up technology in large conference room and training room.
- Prepares and/or mails print materials in response to requests.
- Prepares volunteer and staff name tags, and develops and maintains a system for staff nametag check-in and check-out at reception area.
- Photocopies, creates signs, and laminates information as needed for various programs and purposes.
- Assists the Business Operations Coordinator in developing systems, and creating effective policies and procedures for reception functions.

General Responsibilities:

- Maintains agency forms as required
- Adheres to agency policies and work rules, including strict adherence to DAIS confidentiality policies and code of ethics
- Attends trainings and continuing education activities as assigned
- Provides cross-departmental and/or cross-functional support and services as needed or requested to ensure organizational needs are met; participates in related cross-training to ensure consistency and continuity of services and tasks.
- Promotes an atmosphere of extraordinary customer service
- Performs other duties as assigned

Work Environment and Physical Demands

- Work is primarily performed in an office setting and routinely uses standard office equipment such as computers, phones, photocopiers, fax machines and filing cabinets.
- Requires the ability to sit for extended periods of time, and to move about and position self effectively to perform responsibilities
- Requires the ability to adjust vision and focus to review video feed, documents and spreadsheets.
- Requires the ability to discern and interpret conversations over an audio/visual intercom system.
- Requires the ability to remain alert and to maintain an awareness of surroundings and activities
- Occasionally requires the ability to move or transport supplies or equipment weighing up to 20 pounds unassisted

Other Requirements:

- Attend DAIS New Advocate Core training program
- Satisfactory Criminal Background Check
- Obtain or maintain account with a financial institution for direct deposit of paychecks

Acknowledgement:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, activities and responsibilities may change at any time with or without notice.

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

Employee Name (Please print): _____

Employee Signature: _____

Date _____