

Job Description

Title: Receptionist	FLSA: Non-Exempt	Full Time/Part Time: Full Time
Supervisory Role: No	Effective Date: 01/17/2022	Revised:
Approved by:		Department: Administration

Position Summary

The Receptionist position consists of duties such as answering phones, assisting visitors, and resolving and/or referring a range of inquiries; performs a variety of administrative support duties. Monitors and maintains office supplies and materials as required. Assists with printing requests, setting appointments, writing memos, and preparing correspondence.

Essential Functions and Responsibilities

1. Upholds the Mission, Vision, and Core Values of Marketplace Chaplains in day-to-day activities.
2. Performs receptionist duties, such as answering telephones, assisting visitors, and resolving and/or referring a range of inquiries.
3. Handles incoming company employee calls via the toll-free number, quickly locating assigned chaplain or care partner.
4. Maintains reception and common areas, turns on/off lights, and television each day. Locks suite at the end of the day. Also, maintains Break Room by replenishing snacks/refreshments and keeping it clean throughout the day or after an office-wide meeting or event.
5. Assists staff with various assignments including ordering name badges, business cards, greeting cards, flowers, etc. Prepares congratulatory/sympathy cards and orders flowers as requested.
6. Assists Marketing and Chaplain Admins as needed.
7. May schedule and coordinate meetings, events, conferences interviews, appointments, and/or other similar activities for supervisors, including contacting The Hope Center to notify them of visitors, and may include coordinating travel and lodging arrangements.
8. May organize office events and celebrations.
9. Updates NCC calendar and NCC phone with after-hours/holiday recorded messages for Spectrum Voice Mail.
10. Uses computer to compose and edit correspondence; may prepare, transcribe, compose, type, edit, and distribute agendas and/or minutes of meetings.
11. Sorts, screens, reviews, and distributes incoming and outgoing mail, including any Fed Ex shipments; composes, prepares, or ensures timely responses to a variety of written inquiries.
12. Maintains postage meter, refills as needed; runs updates as directed by Pitney Bowes. Assists in preparing bulk mailings.
13. Monitors shredder; calls for shredding services when necessary.
14. Monitors and maintains office supplies and orders new stationery, furniture, appliances, and electronics as required. Requisitions supplies, printing, maintenance, and other services. May assist with office layout planning and office moves.
15. Assists HR with new employee intake process, such as helping to prepare workspaces and completing building security forms.
16. Performs miscellaneous job-related duties as assigned.
17. Must comply with assigned work schedule with minimal attendance disruptions.

Requirements

1. High school diploma or equivalent; a minimum of 3 years of experience related to the duties and responsibilities specified. Completed college coursework may be substituted for experience on a year-for-year basis.
2. Experience and understanding of business and professional practices and environments.
3. Demonstrated ability to interact professionally with diplomacy, patience, and courtesy with diverse groups; ability to establish and maintain effective and cooperative working relationships while providing exceptional customer service. Ability to make decisions and judgments on sensitive, confidential issues.

4. Demonstrated excellent oral and written communication skills to communicate and interact effectively with leadership, colleagues, chaplains, employees, and visitors. Demonstrated experience in a fast paced, high-volume environment.
5. Demonstrated skill in working independently and with teams. Skill in completing assignments with minimal supervision and/or direction. Demonstrated skill in time management to complete assignments accurately in a timely manner with occasional interruptions and competing priorities. Must be able to adjust priorities quickly, multitask and have excellent organizational skills.
6. Demonstrated skill in analyzing information to define and follow up on problems or objectives. Ability to identify solutions and independently act toward solving problems. Demonstrated skill in interpreting and applying policy and procedures related to the position.
7. Demonstrated computer proficiency using Microsoft Office Suite, and web-based software applications. Demonstrated skill in developing spreadsheets and databases. Ability to understand and learn new online programs.

Preferred Qualification

Bilingual (Spanish/English). Additional experience in a specific expertise or environment.

Work Schedule & Environment

- Monday - Friday 8:00 am - 5:00 pm with a 1-hour lunch break.
- Operates in a professional air-conditioned office environment with exposure to fluorescent and LED lighting as well as VDT illumination. Noise levels are low to moderate.

Conditions of Employment

- Must pass a pre-employment background check.
- Compliance with applicable vaccination requirements.
- This role is not generally eligible for remote work, telecommuting, virtual or home-based work.

Physical Demands

- Ability to lift and carry up to 20 lbs. at a time.
- Ability to sit for long periods, sometimes up to 3 ½ hours at a time.
- Ability to make repetitive substantial movements (motions) of the wrists, hands, and/or fingers.
- Ability to communicate in written or verbal modalities to serve the internal and external customer.
- Ability to stoop, kneel, bend, walk, stand and move about intermittently throughout the day to retrieve documents and collaborate with others.
- Ability to walk up and down stairs, walk varying distances.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read and understand the job requirements, responsibilities and expectations set forth in the job description provided for my position. I understand and agree that my signature does not create, nor is intended to create a promise of continued employment and that my employment is at-will, which may be terminated at the will of either party. I acknowledge that the company retains the right to adjust and rewrite the job description at any time without prior notice.

I attest that I am able to perform the essential job functions as outlined with or without any reasonable accommodations.

Employee Signature Date

Supervisor Signature Date