



JOB DESCRIPTION

Title: Receptionist
Supervisor: Executive Assistant to the CEO
FLSA: Non - Exempt
Status: Part-Time, M-F

Summary

Under the direct supervision of the Executive Assistant to the CEO, the receptionist is responsible for performing a variety of clerical duties in connection with the day-to-day operations of the agency. Greets and directs all visitors, including vendors, clients, job candidates and students and ensures sign-in and security procedures. Answers and routes all incoming calls to Charles Settlement House staff and affiliates. As the first employee that visitors interact with, Reception staff has the unique responsibility of making a good first impression. ***Reliable and punctual attendance is essential for this position.***

Essential Job Duties

- Answer and route all calls to Charles Settlement House staff handling inquiries from the public and providing information related to the Agency.
- Maintain consistent presence at the front desk to ensure proper handling of visitors and phone calls and monitors and directs all clients to appropriate areas
- Maintains accurate daily sign-in sheet of all visitors to Charles Settlement House
- Provide program assistance for FSU department which includes help servicing consumers and special event coordination
- Special administrative projects and/or other related job duties as assigned which may include filing, shredding, mailings, etc.
- Attend trainings as needed
- Handle security issues as needed
- Other related job duties as assigned

Knowledge, Skills and Abilities

The ability to project a professional, helpful and positive demeanor at the front desk is essential to this position.

- Strong organization and time management skills
- Ability and willingness to work and communicate effectively with diverse staff and clients
- Ability to pay attention to detail and perform simple math calculations such as addition, subtraction, multiplication
- Ability to maintain confidentiality with clients and sensitive information

- Excellent telephone skills including ability to properly route all agency calls in an efficient and timely manner
- Basic computer skills.
- Ability to carry out instructions furnished in written and in oral form. Involves semi-routine standardized work, with some latitude for independent judgment regarding choices of action.

Physical Requirements

- Requires the ability to operate, maneuver and/or provide simple but continuous adjustment on equipment, machinery, tools, possible computer use, postage meter and other office machines used in performing essential duties
- Requires the ability to coordinate eyes, hands, feet and limbs in performing coordinated movements.
- Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and pulling of objects weighing five to ten pounds

Qualifications

High School diploma or equivalency required plus one year experience working in an office setting. Reliable transportation.

I _____ understand the duties and responsibilities associated with the above job description and will inquire to the immediate supervisor with any questions related to the above description. I further understand, that I am responsible to fulfill the duties of the above and seek guidance and support where appropriate to accomplish the duties as outlined above.

Signature (Employee)

Date

Signature (Immediate Supervisor)

Date

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT. Nothing in this job description restricts CPGRs ability to assign, reassign or eliminate duties and responsibilities of this job at any time. It does not prescribe or restrict the tasks that may be assigned. This job description describes the agency’s current assignment of essential functions. Those functions may change at any time as the needs of the agency change or for other reasons deemed appropriate by the Charles Settlement House.

Charles Settlement House is committed to leveraging the talent of a diverse workforce to create great opportunities for our business and our people. EOE/AA. Race/Color/Gender/Sexual Orientation/Gender Identity/Religion/National Origin/Disability/Veteran