

Receptionist

Job Summary:

The Receptionist has the important role of being the person who can create the first impression of the Samaritan Community Center, whether it be a donor, volunteer, client, or person from the community-at-large. Reporting to the Administrative Assistant, the Receptionist is responsible for greeting visitors and answering the primary phone line. The Receptionist works closely with team members to ensure smooth office operations by distributing voice mail and written messages, maintaining inventory of office supplies, sorting and posting mail, monitoring security cameras, delivering packages, and making copies for distribution.

Education and Experience:

- Required minimum of 2 years of office/receptionist experience with nonprofit experience preferred.
- Experience with expanded phone system (Microsoft Teams, preferred)
- Bilingual, preferred.
- Personal experience giving back as a volunteer and financial donor of nonprofit organizations.

Position Type and Hours:

Full-Time Average hours per week: 32 (may be filled by 2 part-time team members)

Supervisory Responsibilities:

- None

Responsibilities:

- Answering the phone system in a timely, friendly, and confidential manner. Calls are to be transferred to appropriate personnel and/or message taken and emailed. Includes taking messages for call backs for sales representatives. Includes monitoring the voice mail messages left for the main phone line and distributing to appropriate personnel in a timely manner for response.
- Greeting guests to the office and connecting them to the appropriate personnel as needed. Includes taking messages for call backs for sales representatives without appointments.
- Maintaining appropriate inventory levels of printed collaterals and office supplies and notifying Administrative Assistant of levels on a bi-weekly basis for reordering.
- Sorting incoming mail and package deliveries and placing in mailbox or offices as required. Posting outgoing mail.
- Assisting with mailing thank you letters and bulk mail projects as needed. Researching returned mail for address corrections. Complete other White Pages research as assigned.
- Monitoring security cameras throughout the day and notifying management of anything unusual.

Required Skills:

- Exceptional communication and interpersonal skills.
- Proficient and practical diplomacy skills with the ability to handle difficult situations with discretion and confidence.
- Competent in Microsoft Office Suite.

- Excellent attention to detail and the ability to meet deadlines.

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds unassisted at times.
- Working indoors in environmentally controlled conditions and outdoors in non-controlled conditions.

Salary Range:

Non-Exempt - \$15-\$17/hr

Reports To:

This position reports to the Administrative Assistant.