



RECEPTIONIST

VIEWRIDGE

DEPARTMENT: Administrative
REPORTS TO: Senior Manager of Administration
CLASSIFICATION: Non-Exempt

OF HOURS: Full-Time, 40 hrs
PAY RATE: \$15.50 per hour

POSITION PROFILE:

A professional position responsible for the overall functioning of the main office

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:

- Front desk receptionist coverage with periods of heavy traffic; including answering phones and greeting guests
- Recognizes need for immediate and urgent services, and refers such needs to appropriate persons on site
- Manage physical office space; Maintain room schedules; Maintain cleanliness of meeting rooms, other shared spaces and organization of office mail station, etc.
- Responsible for main office opening and closing procedures; Maintains clean and orderly reception and lobby area
- Supervision of incoming and outgoing mail, receiving & logging packages and interoffice mail
- Maintain accurate knowledge about the agency, its programs and services
- Maintains privacy of all program participant, employee and volunteer information and accesses such information only on a need to know basis; Complies with all regulations regarding corporate integrity and security obligations
- Performs other tasks as assigned by the Senior Manager of Administration

QUALIFICATIONS (Education, Experience and Certifications):

- Bilingual in English and Spanish is preferred
- Valid CA Driver's License
- Access to reliable transportation and able to use it for job-related tasks
- Prior experience in a receptionist role
- Experience using spreadsheets, database and word processing software
- Have a driving record that complies with SAY Driving Policies

KNOWLEDGE, SKILLS AND ABILITIES:

- Effective oral and written communication skills
- Ability to meet deadlines and manage multiple priorities
- Strong customer service skills
- Capable of working independently and responsibly



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WORKING CONDITIONS:

ENVIRONMENT: Office and occasional off-site functions. Typically an office environment with adequate lighting and ventilation and a normal range of temperature and noise level.

PHYSICAL REQUIREMENTS: While performing the duties of this job, the employee is regularly required to sit, use hands and arms to perform repetitive motions. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus. Moderate dexterity application of basic skills (calculator, keyboard, hand eye coordination, etc.).

MENTAL: Must be able to relate well to all people of the community regardless of color, national origin, religion, sex, pregnancy, age, marital status, veteran status, sexual orientation, disability or socio-economic level. Must be emotionally mature, stable, and tactful and be able to provide professional leadership.

The Job Description is intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.