



RECEPTIONIST

PERFORMANCE PROFILE SOURCE: Entry Level

DEPARTMENT: Operations

REPORTS TO: Director of Operations

FLSA STATUS: Non-Exempt Full-Time

Salary: \$16.04 - \$19 per hour

PRIMARY FUNCTION:

The Club receptionist provides regular clerical and administrative support to Club staff; prepares correspondence and reports, maintains schedules and calendars, answers the telephone with a positive disposition, and maintains electronic and hard copy files.

KEY ROLES:

1. Answers telephones with a smile, provides general information, refers callers to other staff, or takes messages as necessary.
2. Greets all staff, members, and visitors with a smile as they enter our building.
3. Maintains accurate staff, volunteer, and visitor logs.
4. Performs regular secretarial duties, prepares correspondence and reports as requested by supervisor, and composes draft letters following established formats. Proofreads materials for accuracy prior to supervisory review and signature.
5. Maintains the Club's calendar (theclub@bgcwv.org), to ensure all activities are reflected in the shared calendar for all of our staff.
6. Responsible for using textcaster to communicate with staff and members and provides support in maintaining the contact lists up to date.
7. May prepare meeting agendas and minutes, as requested.
8. Maintains master schedule of Club activities and events, collecting and disseminating information to all Club staff, volunteers, members' family, and donors as instructed.
9. Supports the maintenance of electronic and hard copy filing systems, making sure they are accurate and timely as well as easily retrievable information.
10. Monitors office supply inventory and orders supplies as necessary.
11. Provides support in managing the inventory of office equipment and contacting service representatives as needed.

RELATIONSHIPS:

Internal: Maintains close, daily contact with Club staff (professional and volunteer) and supervisor to receive/provide information, discuss issues, and explain guidelines/instructions; instruct, and advise/counsel.

External: Maintains contact with members, families, and the general public to give and obtain information, either in response to inquiries or as instructed by the supervisor.



SKILLS/KNOWLEDGE REQUIRED:

- High school diploma or equivalent
- One year of office clerical experience
- Training in secretarial skills and use of common office equipment
- Typing/keyboarding skills of at least 50 wpm
- Good written and verbal communication skills in English and Spanish a must
- Good organization and attention to detail
- Strong customer relations skills
- Able to maintain strict confidentiality
- Must have a cheerful disposition, be warm, considerate, respectful, helpful, and pleasant to be around.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

This role requires you to have face-to-face interaction with the public, and communicate by phone with the public, and co-workers. You need to be able to lift up to 50 lbs. to move shipments to the appropriate storage/usage location. You are expected to sit, stand, walk, squat, bend, and reach above shoulders for your duties throughout the day. The workspace for this position is out in the open and so candidates must be able to focus with many distractions around them. The desk has natural light from a large window and overhead lighting.

Signed by: _____
Incumbent Date

Approved by: _____
Chief Executive Officer Date

DISCLAIMER:

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job.

For Office Use Only		
Hire Date: _____	Hire Rate: _____	90-day evaluation: _____
Approved by: _____		
CEO		Date
Entered into BBSI: _____		
HR Manager		Date