

## RECEPTIONIST

### Job Description Form

Division/Department	Administration		
Location	2010 Bridge Blvd. SW, Alb, NM 87105		
Reports to	Tim Ashby	Title	Director of Administrative Svcs.

Level/Grade	Type of position:	Hours <u>approx. 40</u> / week
2	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor <input type="checkbox"/> Intern	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt

### SUMMARY

Primarily responsible for attending to visitors and dealing with inquiries on the phone and face to face. Supply information regarding the organization to the general public, clients and customers.

### RESPONSIBILITIES

#### Essential Duties:

- Answers telephone, screen, and direct calls in a timely manner
- Receive, sort and deliver daily mail/deliveries
- Maintains petty cash and accepts money orders from clients.
- Utilize computer skills to handle office tasks effectively

#### Other Responsibilities:

- Take and relay messages
- Greet and welcome visitors, and staff with a professional and friendly demeanor
- Direct persons to correct destination
- Deal with queries from the public and customers
- Manage the front desk area efficiently
- Self-directed professional with strong interpersonal skills
- Ensure reception area is tidy and presentable
- Orders office supplies and control inventory relevant to reception area.
- Monitor visitors' access and maintain security awareness.
- Provide general administrative and clerical support.
- Organize conference and meeting room booking.
- Respond appropriately to the cultural differences present among the agency's service population.
- Incorporate and demonstrate the mission, vision, work, core values and activities of Catholic Charities in a positive manner with all staff, clients and the general public at all times.
- Complete all other duties as assigned.

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

**PHYSICAL DEMANDS:** While performing the duties of this job, the employee is regularly required to sit; use hand to finger, handle or feel, and talk or hear. The employee is frequently required to walk or stand, reach with hands or arms, climb or balance, stoop or kneel. Specific vision abilities required by this job include close and distance vision. Must be able to lift and handle packages of up to 25 lbs.

### WORK EXPERIENCE REQUIREMENTS

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Location	2010 Bridge Blvd. SW, Alb, NM 87105		
Reports to	Tim Ashby	<i>Title</i>	Director of Administrative Svcs.
<ul style="list-style-type: none"> <li>- Two years of experience of clerical experience</li> <li>- Two years of customer service skills</li> <li>- Ability to be bonded.</li> <li>- Must pass a state-enforced background check.</li> <li>- Proficiency in administrative tasks</li> <li>- Excellent phone and email etiquette</li> <li>- Self-directed professional with strong interpersonal skills</li> <li>- Proficient computer competency in Microsoft Office Suite</li> <li>- Multitasking and time-management skills, with the ability to prioritize tasks</li> <li>- Must be able to work independently with minimum supervision and able to relate to the public</li> </ul>			
<b>EDUCATION REQUIREMENTS</b>			
<ul style="list-style-type: none"> <li>- High school diploma or equivalent.</li> <li>- Bilingual in English/Spanish required.</li> </ul>			

***THIS SECTION IS COMPLETED BY HUMAN RESOURCE***

REVIEWED BY	<i>Title</i>
APPROVED BY	<i>Title</i>
DATE POSTED	
DATE HIRED	