



# RECEPTIONIST

FRC

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**DEPARTMENT:** Administrative  
**REPORTS TO:** Executive Management Associate  
**CLASSIFICATION:** Non-Exempt

**# OF HOURS:** Part-Time, 14-16 hrs  
**PAY RATE:** \$15.00 per hour

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## POSITION PROFILE:

A professional position responsible for the overall functioning of the office

## ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:

- Greets program participants and visitors, answers telephones, routes callers, takes messages and provides routine information to program participants, patients or staff
- Retrieves and/or logs in visitor information on visitor management system (VMS); Confirms and verifies information; Issues visitor badges and ensures sign out
- Recognizes need for immediate and urgent services, and refers such needs to appropriate persons on site
- Produces monthly VMS reports in keeping with program needs and other needs for data
- Participates in team meetings to highlight trends, needs and quality improvements and helps to find solutions to needs, trends and/or improvements
- 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
- Other tasks as assigned by the Executive Management Associate

## QUALIFICATIONS (Education, Experience and Certifications):

- Valid CA Driver's License
- Prior experience in a receptionist role
- Experience with and/or aptitude to learn VMS management
- Experience managing multiple scenarios at once, involving people of various needs
- Have a driving record that complies with SAY Driving Policies
- Bilingual in English and Spanish is preferred

## KNOWLEDGE, SKILLS AND ABILITIES:

- Proficient in Windows and Microsoft applications including Word, Excel, Power Point, and Outlook
- Demonstrated ability to develop and maintain positive rapport and interpersonal relationships with a variety of people



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- Strong verbal communication skills as needed to explain program opportunities to visitors and others
- Must have a high level of organizational skills

### **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.*