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## POSITION DESCRIPTION

**Title: Receptionist**  
**Reports To: Deputy Director**  
**FLSA Status: Non-Exempt**

### **Summary**

Responsible for providing reception and clerical support functions. The duties listed below illustrate the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

### **Duties and Responsibilities**

Answers multi-line telephone in a courteous manner and takes messages, transfers calls to voice mail, or refers calls to other employees or departments as appropriate.

Answers questions and provides callers with address, directions, and other information within scope of authorization.

Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel.

Schedules appointments, receives and assists persons applying for housing assistance; offers brief explanations of eligibility requirements, waiting lists, applications procedures, etc. Sets up files, folders, and records; reviews and enters applications and information into automated system as assigned.

Receives communications via the telephone, internet, fax, and in person and either responds to routine questions or refers the more complex inquiries to the Administrative Assistant or other appropriate departmental staff.

May receive, open, sort, and route incoming mail, faxes, internal memorandums and other publications.

Maintains security of confidential materials including personnel files, financial reports, legal documents, etc.

Prepares outgoing mail and ensures professional appearance in accordance with Agency standards by proofreading, printing, assembling, and mailing as required.

May be responsible for ordering, receiving, and maintaining office supplies in a timely manner.

Effectively uses word processing and other applicable software and hardware to accurately type, format, revise material such as correspondence, reports, statistical tables, and forms from rough draft, corrected copy, or previous version displayed on screen.

Reads instructions accompanying material or follows verbal instructions to determine format desired, number of copies needed, priority, and other requirements.

Assembles various packets of program information and application forms to give to the public as directed.

Proofreads documents and marks for correction any grammatical, typographical, or compositional errors.

Maintains accurate daily postage expense logs.

Performs other clerical duties as needed, such as accurate and timely filing, photocopying, and collating.

Accountable for consistent adherence to strong Agency standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Agency materials, supplies, resources, and other assets.

Undertakes and performs other work-related duties as assigned including work in other functional areas to cover absences or provide relief, to equalize peak work periods, or otherwise balance the workload.

### **Qualifications and Knowledge**

High School diploma or possession of a certificate of equivalence of High School Achievement (GED). Prefer one (1) year of progressive experience in reception, clerical work, the secretarial field in a business, medical, law office, or other appropriate setting.

Good knowledge of general office practices and procedures, including business English and arithmetic.

Good skills in operating computer equipment, applicable Agency software, and general office machines.

Ability to communicate clearly, concisely, orally and in writing.

Good experience in working with a diverse population in person and by phone.

Committed to principles of customer service and customer care in a variety of situations and circumstances.

Ability to deal effectively with sensitive and confidential information.

Ability to: understand and follow moderately complex written and oral instructions.

Valid driver's license and good driving record.

### **Supervision Given and Received**

The employee receives instructions from the Administration and Human Resources Manager. Courses of action, deadlines, and priorities are established by procedure, the Administration and Human Resources Manager or the employee depending on the assignment. Routine duties are

initiated by the employee without supervisory direction. Instructions to the employee may be general or specific in nature. Problems or situations not covered by instructions are referred to the Administration and Human Resources Manager for resolution. The employee's work is reviewed regularly for accuracy, completion, and compliance with policies and procedures.

The employee has no supervisory responsibilities.

### **Guidelines**

Guidelines followed by the receptionist include established policies and procedures, reference materials, handbooks, and federal regulations. If guidelines do not cover a situation, the employee consults the Administration and Human Resources Manager or makes a decision based on the circumstances and experience as appropriate within established parameters, and consistent with established Agency and departmental practices.

### **Complexity**

The employee performs a variety of routine and generally related tasks. The course of action is determined by established procedure, the Administration and Human Resources Manager, or the employee. Tasks frequently have to be coordinated, integrated, and/or prioritized. Some computer applications may be difficult to accomplish and require resourcefulness and extra effort by the employee. Decisions regarding unusual circumstances are referred to the Administration and Human Resources Manager.

### **Scope and Effect**

The employees work affects the Administration and Human Resources Manager, other Agency employees/department, and the perception of the Agency by clients and the general public. Performing duties in an effective, efficient, and professional manner enhances relationships between the Agency and its clients and contributes to the Agency's overall ability to provide housing that is decent, safe, and sanitary.

### **Personal Contacts**

Most of the employee's contacts are with Agency employees, clients, business firms, contractors, and the general public. Most contacts are structured or confidential in nature and the employee is expected to use normal tact and courtesy in a manner that contributes to a favorable impression of the Agency.

At time, contacts may be unreceptive or hostile and the employee may be called upon to effectively lessen levels of hostility and/or anxiety.

### **Physical Demands**

Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching, or lifting to obtain files, records, and office supplies, and eyestrain from working with computers and other office equipment.

Must be able to sit or stand for up to eight hours at a time while performing work duties.

Must be able to bend, stoop, push, and pull in the performance of office related duties.

Must be able to use fingers bilaterally and unilaterally to operate office equipment.

Must be able to establish and maintain effective working relationships with co-workers and clients and perform essential job functions in an environment that will sometimes include increased levels of work-related stress.

Must have vision and hearing corrected to be able to operate office equipment and fulfill essential job functions.

Must maintain punctuality and attendance as scheduled.

**Work Environment**

Work involves the normal risks or discomfort associated with an office environment, and is usually in an area that is adequately heated, lighted, and ventilated.