



Receptionist

Job Summary:

- The Receptionist is responsible for greeting, assisting, and providing direction and information to clients, visitors, and other guests of The CARE Center. This position reports to the Vice President of Operations.

Duties/Responsibilities:

- Greets clients, visitors, and guests; determines the purpose of each person's visit and directs or escorts him or her to the appropriate location.
- Answers, screens, and directs phone calls to staff; takes complete messages.
- Receives mail, documents, packages, and courier deliveries and delivers or distributes items.
- Performs administrative and clerical support tasks.
- Data entry
- Performs basic filing and recordkeeping.
- Performs other administrative duties as needed.

Required Skills/Abilities:

- Excellent verbal communication skills.
- Excellent interpersonal and customer service skills.
- Basic understanding of administrative and clerical procedures and systems.
- Proficient with Microsoft Office Suite or related software.
- Exemplary Customer Service skills.
- Flexibility and adaptation to fast-paced environment.
- Ability to work independently and within a team environment to achieve common goals.
- Ability to react and adapt to changing situations appropriately.
- Must be a positive, cheerful person dedicated to helping others.
- Excellent time management skills and ability to comfortably multi-task and handle multiple priorities simultaneously.
- Good judgement skills.
- Ability to be calm in a crisis
- Communication/people skills; cultural competence.

Education and Experience:

Knowledge, and education requirements:

- Minimum Requirement: High School Diploma.

- Experience in Customer Service.
- Experience working with multi-agency organizations preferred.
- Must pass nationwide background check.

Working Conditions:

- Majority of work will be performed with in a climate-controlled office setting with little exposure to children and adults in a waiting room environment.

The above is intended to describe the general requirements for the performance of this job and is not to be constructed and an exhaustive statement of essential functions, responsibilities, or requirements.

Employee Signature

Date

Care Center Representative

Date