

## Role Description

**Position Title:** Receptionist  
**Reports To:** Human Resource Manager  
**FLSA Status:** Non-Exempt  
**Date:** May 26, 2009 (Revised October, 2011)

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**Job Summary:** Provide administrative support for the Alliance and its affiliate organizations to ensure that the short and long term needs of the organizations are met.

### Essential Functions

- Be accountable for those processes, steps and functions that provide an overall positive first impression of the organization.
- Answer all incoming phone calls and provides information to callers or routes to appropriate staff member; obtains name and nature of call, keeps phone log for recall of data; updates front desk data sources as information is available.
- Assist and provide administrative support including establishing a record management system for accounting and to staff as needed and as available.
- Maintain organizational calendar including but not limited to scheduling meeting rooms.
- Open/close building daily.
- Manages organization's shared records systems (electronic and hard copy).
- Responsible for keeping reception area neat and stocked with CA collateral.
- Maintain phone system and updates voice mail system to reflect office closures.
- Oversees the maintenance of office machines including the postage machine, copier/fax/scanner.

- Responsible for inventory of supply storeroom to ensure that office and meeting (including kitchen) supplies are kept at an acceptable level; provide Post Office processing and sorting.
- Mail pick-up and distribution.
- Ensure front desk coverage at all times when office is open.

### **Qualifications**

- High school diploma, college coursework and/or equivalent of 2 years related experience in high level administrative position.
- Must possess the ability to plan, organize, develop, implement and interpret the programs, goals, objectives, policies and procedures, etc. necessary to maintain a sound operation.
- Strong verbal and written communication skills in the use of the English language.
- Must be available during normal business hours (8:00 a.m to 5:00 p.m.).
- Must be available to open offices daily by 7:55 a.m.
- Proficiency in PC systems using word processing, database and spreadsheet applications. Microsoft Office preferred. Requires operation of assorted office equipment.
- Excellent interpersonal skills and phone etiquette in high volume call area.
- Ability to work effectively in a team environment with minimal supervision and demonstrates good initiative.

### **Working Conditions**

Fast paced, highly detailed work environment. Sits for long periods of time, stands, bends, lifts and moves intermittently during working hours.

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This role description is intended to describe the normal level of work required by the person performing the work. We are a dynamic organization in a rapidly changing industry. Accordingly, the responsibilities associated with this job will change from time to time in accordance with the Company's business needs. More specifically, the incumbent may be required to perform additional and/or different responsibilities from those set forth above.