



RECEPTIONIST

DEFINITION: Under the supervision of the Senior Vice President of Planning and Program Development, answering/routing all incoming calls, greeting Agency visitors, and performing clerical/administrative tasks.

I. MAJOR DUTIES

- A. Screen incoming calls, answering by the third ring, routes calls and/or takes accurate messages
- B. Listen and route voice messages
- C. Receive visitors, notify departments of appointments and walk-in clients
- D. Route and date stamp incoming mail
- E. Receive all incoming packages and deliveries
- F. Assist with preparation of outgoing mail
- G. Apply appropriate postage to outgoing mail, maintaining record of departmental costs
- H. Monitor postage amount on meter and replenish well in advance of depletion
- I. Maintain and service postage machine
- J. Generate monthly postage report at the end of month
- K. Log incoming checks daily
- L. Fax outgoing documents as instructed, ensuring accurate and timely transmission
- M. Distribute incoming faxes
- N. Assist with mailing of Elder Resource Guides
- O. Complete typing projects without interruption of answering incoming calls

II. OTHER DUTIES

- A. Back up Administrative Assistants as needed
- B. Assure current Agency materials is provided in lobby
- C. Maintain presentable lobby appearance
- D. Perform other duties as assigned
- E. Perform in a manner that is supportive to the cultural needs of the population(s) served by the program or service

III. QUALIFICATIONS

Minimum of high school diploma and two years experience working in a professional front office environment, handling high volume of calls and visitors; professional and courteous telephone manner; experience using Word, Excel and Outlook; reliable attendance; ability to work well under pressure and maintain a professional and personable manner; Spanish bilingual required; must have Level One Fingerprint Clearance.

The Area Agency on Aging, Region One is an equal opportunity provider and employer. It does not discriminate on the basis of race, color, age, ethnicity, religion, national origin, sexual orientation, gender identity, sex, marital status, disability, or status as a U.S. veteran.