

Lutheran Social Services Position Description



Division/Department: Administration

Job Title: Administrative Receptionist (Part-time position)

Reports to (Title): Executive Assistant

Job Code:

FLSA Status: Non-exempt

Manager (with direct reports)?

Yes

No

Location: Jacksonville

SUMMARY

Responsible for receiving visitors at the main office, determines nature of business, and directs callers to appropriate destination. Performs other assigned duties. This position requires knowledge of the programs and services of the organization, as well as its mission and values.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Stand and greet clients and visitors in courteous and professional manner and announce arrival to appropriate staff.
- Respond to all incoming calls quickly and in a professional, friendly and efficient manner striving to minimize the amount of time a caller spends on hold. Provide information and referrals using appropriate judgment.
- Direct callers to destinations, transfer to voice mail if person requested is unavailable.
- Be friendly, professional, courteous and efficient when working with all clients and team members.
- Process mail and incoming faxes as appropriate; sort, date, and distribute to appropriate staff all incoming mail; meter, record, and direct all outgoing mail. Process bulk mail projects.
- Receive and sign for deliveries, and notify staff as appropriate.
- Maintain postage meter and bulk mail account and submit check requests as needed.
- Maintain calendars of all meeting spaces and conference room.
- Maintain the lobby area, including locking the door.
- When informed of building issues or maintenance needs by employees or clients, forward information to the manager.
- Train other employees, staff and volunteers on reception duties.
- Assist with filing and other clerical duties as requested.
- Provide assistance as needed to coordinate courier activity.
- Order supplies and services as requested.
- Update employee telephone list on a monthly basis.
- Twice a day ensure the guest facilities are neat and orderly reporting all concerns to manager.

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- Twice a day walk through waiting area to ensure it is neat and orderly (dispose of water bottles, straighten chairs, etc.) for all clients.

WORK EXPERIENCE & JOB RELATED SKILLS (Required/Preferred)

Required:

- Must be organized and detail-oriented
- Must be proactive, efficient and maintain a high level of professionalism and discretion
- Must have a teamwork mentality and a willingness to complete tasks that assist other team members
- Ability to uphold all requirements regarding client confidentiality
- Ability to communicate effectively with staff and clients
- Ability to maintain a positive attitude
- Ability to multi-task in a fast-paced environment
- Ability to exhibit a calm, courteous demeanor in dealing with clients and staff
- Language Skills - Ability to read and comprehend simple instructions, correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-to-one and small group situations to clients and employees. Ability to read and interpret documents such as policy and procedure manuals.
- Mathematical Skills - Ability to add, subtract, multiply, divide, and use common fractions/percentages.
- Reasoning Ability - Ability to solve practical problems and deal with a variety of concrete variables with a minimum of direction. Ability to interpret a variety of instructions furnished in written or oral form.

Preferred:

Minimum of one (1) year of related experience or training

Bilingual and/or knowledge of other cultures (preferred knowledge of Arabic, Burmese, Spanish)

EDUCATION, CERTIFICATION, LICENSURE (Required/Preferred)

- High School diploma or GED required

REQUIRED JOB COMPETENCIES (*Behaviors For Effective Job Performance*)

- Adaptability
 - Attendance
 - Coordination/Collaboration
 - Customer Focus
 - Flexibility
 - Listening
 - Oral Communication
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WORK ENVIRONMENT/PHYSICAL DEMANDS	
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.	
Activity: (if more than 2+ hours per day)	<input checked="" type="checkbox"/> standing <input checked="" type="checkbox"/> sitting <input checked="" type="checkbox"/> mobility <input type="checkbox"/> climbing <input type="checkbox"/> balancing <input checked="" type="checkbox"/> writing <input type="checkbox"/> crawling <input type="checkbox"/> squatting <input checked="" type="checkbox"/> bending <input checked="" type="checkbox"/> filing <input type="checkbox"/> twisting
Lifting to include:	<input type="checkbox"/> up to 10lbs. <input checked="" type="checkbox"/> 11-25 lbs. <input type="checkbox"/> 26-60 lbs. <input type="checkbox"/> 61-75 lbs. <input type="checkbox"/> over 75 lbs. <input type="checkbox"/> pushing <input type="checkbox"/> pulling <input checked="" type="checkbox"/> carrying
Environmental Conditions:	<input type="checkbox"/> cold <input type="checkbox"/> heat <input type="checkbox"/> wet and/or humid <input checked="" type="checkbox"/> noisy <input type="checkbox"/> vibration <input type="checkbox"/> fumes <input type="checkbox"/> dust <input type="checkbox"/> odors <input type="checkbox"/> mists
Sensory:	<input checked="" type="checkbox"/> hearing to converse <input checked="" type="checkbox"/> hearing to use telephone <input checked="" type="checkbox"/> talking <input type="checkbox"/> tasting/smelling <input checked="" type="checkbox"/> reading distance 1-5ft. <input type="checkbox"/> reading distance 10-30ft.
Driving:	<input type="checkbox"/> incidental driver <input type="checkbox"/> regular driver
Keying:	<input type="checkbox"/> Occasionally (2-3 hours weekly) <input checked="" type="checkbox"/> Frequently (2-3 hours daily) <input type="checkbox"/> Continuously (4+ hours day)
Safety:	lists specifics

The statements included in this Job Description are intended to describe the general nature and level of the work being performed by the person assigned this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.

Lutheran Social Services is an Equal Opportunity Employer

Please email resume to jobs@lssjax.org.