

Lutheran Social Services

Position Description



Division/Department: Administration

Job Title: Administrative Receptionist

Reports to (Title): Human Resources Manager

Job Code:

FLSA Status: Non-Exempt

Manager (with direct reports)?

Yes

No X

Location: Jacksonville

SUMMARY

This position is responsible for providing support to LSS staff in the form of clerical duties, front facing customer service interactions, administrative tasks that are aligned with operational directives, receiving and directing visitors at the main office, answering calls, receiving and directing mail and packages, and assisting department managers in the coordinating of volunteer activities This position requires knowledge of the programs and services of the organization, as well as its mission and values.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Greet clients and visitors in courteous and professional manner and announce arrival to appropriate staff
- Respond to all incoming calls quickly and in a polished, friendly, and efficient manner - striving to minimize the amount of time a caller spends on hold and transfers calls to voicemail as needed
- Provide information regarding general questions about LSS services and programs; provides referrals using appropriate judgment.
- 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.
- If informed of building issues or maintenance needs by employees or clients, forward the information to Controller
- Assist with filing and other clerical duties as requested.
- Provide assistance as needed to coordinate courier activity.
- Twice a day walk through waiting area to ensure it is neat and orderly for all visitors
- General administration – including scanning, electronic filing, and faxing
- Other duties as assigned

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 team work 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 exhibit a calm, courteous demeanor in dealing with clients and staff
- Proficiency in Excel, Word and/or Microsoft Access
- 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

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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)

Required:

- High School Diploma or GED

Preferred:

- Valid driver’s license and up to date insurance

REQUIRED JOB COMPETENCIES (Behaviors For Effective Job Performance)

- Adaptability
- Attendance
- Coordination/Collaboration
- Customer Focus
- Flexibility
- Listening
- Oral communication

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 checked="" type="checkbox"/> climbing <input checked="" type="checkbox"/> balancing <input type="checkbox"/> writing <input checked="" type="checkbox"/> crawling <input checked="" type="checkbox"/> squatting <input checked="" type="checkbox"/> bending <input checked="" type="checkbox"/> filing <input checked="" 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 <input checked="" type="checkbox"/> pushing <input checked="" type="checkbox"/> pulling <input checked="" type="checkbox"/> carrying
Environmental Conditions:	<input checked="" type="checkbox"/> cold <input checked="" type="checkbox"/> heat <input checked="" type="checkbox"/> wet and/or humid <input type="checkbox"/> noisy <input checked="" type="checkbox"/> vibration <input type="checkbox"/> fumes <input checked="" 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 checked="" type="checkbox"/> tasting/smelling <input checked="" type="checkbox"/> reading distance 1-5ft. <input checked="" type="checkbox"/> reading distance 10-30ft.
Driving:	<input checked="" 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.

Employee Print Name: _____

Employee Signature: _____ Date: _____

Lutheran Social Services is an Equal Opportunity Employer