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| Job Title: | **Reception Coordinator** |
| Department: | **Agency** |
| Reports to: | **Human Resources Director** |
| Grade: | **S** |
| Supervises: | **Receptionists** |
| FLSA Status: | **Exempt** |
| Prepared by: | **Betsy Rees** |
| Date: | **March 22, 2021** |
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| Purpose:  The Reception Coordinator ensures that the Agency receptionists provide outstanding customer service to all clients, staff, and vendors. Providing positive first impressions are supportive, compassionate, and respectful to our clients and their needs, and sets the tone for the clients’ interactions with NMCAA. | |
| Essential Functions:   * Supervise the reception staff in the Cadillac, Petoskey, and Traverse City offices ensuring they have training and tools necessary to provide excellent customer service. * Coordinate reception responsibilities with the Human Resources Director and the three main NMCAA offices. * Complete timely evaluations on staff. * Attend supervisor meetings/trainings. * Greeting and directing clients in person and on the phone, including screening calls and visitors. * Representing the agency in a professional manner. * Working cooperatively with clients, co-workers, partners, vendors, and the public. * Performing all basic receptionist duties including office opening and closing procedures, cleaning of reception area, sign in /sign out logs, receive all shipments and deliveries, stock bathroom supplies, and daily monitoring of the agency email. * Document all incoming checks. Complete the database management for all donations in Salesforce. Notify the business office when checks have come in. * Handling of all aspects of mail and shipping, including distribution of daily mail received and faxes. Issue and monitor postage stamp inventory for the agency. Order postage as needed. Complete a reconciliation of postage and postage cash on hand at the beginning of each month. * Issuing purchase order numbers for purchases that have been approved by directors. Compile reports as needed for the business office. * Monitor inventory of coffee, copy paper, agency letterhead, office supplies, and bathroom supplies and order as needed to maintain inventories. * Process monthly bank statement reconciliations for the Board of Directors review. * Order supplies/lunch for the Board of Directors meetings. * Member of the Employee Connections Committee. Work with Co-Chairs to plan, implement key committee tasks in support of the Strategic Plan. * Ensure the Safety and Emergency Preparedness Plans for the Cadillac, Petoskey, and Traverse City Offices are complete. With the Director of Operations, ensure that drills/practices are completed as needed. * Responsible to ensure NMCAA is updated and accurate in the 211 system. * Schedule Annual Flu Shot Clinics to Cadillac and Traverse City Offices. * Participates with the facilities committee. * Any other duties as assigned. | |
| Position Objectives:   * To promote reception consistency between all three main offices. * To meet the needs of clients as well as co-workers. * To ensure that all work is completed accurately and in a timely manner. * To represent the agency in a professional, friendly, and caring manner. | |
| **Measured by:**   * The accuracy and timeliness of completed work. * The quality of work produced. * Cooperation with and feedback from clients and co-workers. * The ability to represent the agency professionally and efficiently service clients. | |
| **Minimum Education:**   * A high school education or equivalent. | |
| **Minimum Experience:**   * Three to five years’ previous receptionist experience in an office or customer service setting preferred. | |
| **Essential Abilities:**   * A commitment to the NMCAA philosophy and mission. * Ability to maintain confidentiality. * Ability to interact positively with co-workers and clients in a non-judgmental, tactful, and courteous manner. * Ability to suggest innovative approaches in completing job responsibilities. * Ability to work openly and cooperatively as a team member. * Ability to perform physical tasks to carry out specific job duties. | |
| **Minimum Skills Required:**   * Excellent customer service and interpersonal communication skills. * Operation of a multi-line telephone system. * Strong organizational skills with the ability to pay attention to detail. * Ability to handle multiple tasks with multiple interruptions. * Strong listening skills with the ability to understand and carry out directions. | |
| **Minimum Physical Expectations:**   * Physical activity that always involves keyboarding, sitting, phone work, and filing. * Physical activity that often requires extensive time working on a computer. * Physical activity that sometimes involves lifting up to 25 lbs. and standing. * Physical activity that often requires bending, stopping, reaching, and twisting when filing, checking inventories or shipping. * Physical activity that sometimes involves pushing and pulling over 25 lbs., but not more than 50 lbs. | |
| **Minimum Environmental Expectations:**   * Physical activity that sometimes requires exposure to loud noises that do not require ear plugs. | |